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ABSTRACT

Many librarians, library students, and other concerned citizens accepted the opportunity to write to the National Commission on Libraries and Information Science on the occasion of the Mountain Plains Regional Hearing, September 18, 1974 in Denver, Colorado. There were communications on countless facets of library and information services. Some topics covered were: library service to American Indians, school libraries and media centers, public libraries, federal financial support, the pros and cons of a national network, financial needs of libraries at the local level, academic and research library needs, cooperative efforts of libraries, problems of rural library service, state library services, medical libraries, interlibrary loans, services to the blind and aged, and the education of librarians. Statements from people in the states of Colorado, Vermont, North Dakota, Nebraska, Utah, Kansas, South Dakota, Wyoming, Nevada, Iowa, and Texas are included. (LS)

ED100344

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

MOUNTAIN PLAINS REGIONAL HEARING

September 18, 1974

Denver, Colorado

Volume Three; Written Testimony

U.S. DEPARTMENT OF HEALTH
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A SURVEY OF LIBRARY SERVICES AVAILABLE TO NAVAJO PEOPLE ON THE NAVAJO INDIAN RESERVATION

A Research Paper

by

Margaret Wood

Graduate School of Librarianship

University of Denver

August, 1973

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Conclusion

There is a need for all types of information services on the Navajo Reservation. More materials, more staff and longer hours of service, and special outreach programs are needed in existing library facilities. Distances people must travel to satisfy their informational, educational, recreational and cultural requirements must be reduced. Existing services need to change their focus in order to deal with students and establishing them as library users and adults in meeting problems of career development, health and other priority concerns of the area. (26:4)

From examining state library laws and the extent to which the state libraries fulfill their duties, it can be concluded that they are almost entirely meeting their legal obligations. But certainly it cannot be concluded that the Navajo people are receiving adequate library service. To support the services needed, a steady source of funds is needed and possibly responsibility can be attached to the Federal Government.

"...the history of services to the Indians in the Southwest has been one of federal jurisdiction with little local responsibility or federal support. Unfortunately, no special federal money has been earmarked for public library projects or materials for the Indians." (7:3)

Navajo Indians pay no local or state property tax, no state

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or local sales tax and as of March 27, 1973, Navajos in Arizona pay no state income tax. This Supreme Court decision may eventually apply to some states presently levying income tax on Indian citizens. The fact that the Indian populations in these states are not paying taxes may also affect the amount of services received from the state governments. Navajos do, however, pay federal income tax and most local services and education funding for them comes from the Federal Government.

The above taxation situation is very similar to the Canadian Indian bands and reservations. Canadian Indian bands began expressing interest in having libraries in the 1960's, many developing volunteer libraries on their own. As a result of this interest, Saskatchewan's provincial library and the Indian-Eskimo Association approached the Department of Indian Affairs and Northern Development,(comparable to the U. S. Bureau of Indian Affairs) with facts and figures about libraries in relation to Canadian Indians. This presentation of facts showed that Indians did make use of community libraries and that Indian bands had made numerous requests for information on establishing community libraries and joining regional library systems. (40:38-39)

In March, 1967, the Department of Indian Affairs and Northern Development made provisions for library grants amounting to $1.00 and later $1.50 per capita from Grants to Bands Funds. (19:49) Also a library consultant was added to the Department staff. To get these funds, the individual Indian band must show

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initiative in establishing library service, must match grants with at least 10¢ per capita and must establish a working arrangement with a larger library system. Federal library grants and band contributions take the place of local tax funds available in other communities and allow tribal libraries to join systems on an equal basis. (19:49)

It is conceivable that the above funding program could be initiated in the U. S., for the benefit of Navajo Indians and all indians in the U. S.. Librarians should apply pressure to either the U. S. Office of Education or the Bureau of Indian Affairs until one or the other accepts responsibility and establishes an active Indian library service division. (19:46) Certainly the American Library Association Library Service to American Indian People Subcommittee, a part of the Library Service to the Disadvantaged Committee, could and should help with the establishment of such a funding program.

ROBERT A. WITHEY
COMMISSIONER

STATE OF VERMONT
DEPARTMENT OF EDUCATION
MONTPELIER
05602

August 21, 1973

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
And Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

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Dear Mr. Burkhardt:

This letter is written in response to your invitation to submit by August 24 written testimony for the New England Hearing on October 3 of the National Commission on Libraries and Information Science.

I am deeply concerned that many potential users of information are deprived of the library materials and services which they should have. In terms of effectiveness and cost benefit analysis, the following situations should be vividly portrayed.

1. A very significant number of Vermont children do not receive pre-first grade educational experiences. This is especially true in the smaller communities. Here, attempts to meet the need through parent-child home education programs face a startlingly barren situation of "book famine" in this age of such delightful materials for the very young. Here is a place where some well-placed dollars can work to prevent, through laying the foundation for education, potential later illiteracy, frustrations and poverty.

2. We need funds for school libraries and media center. Here are facts from Vermont:
   a. There are 353 elementary schools in Vermont, of which according to data from our School Library Consultant, 72% have inadequate book collections, 93% have inadequate space, 79% have inadequate audio-visual collections, and 95% do not have fully qualified librarians.
   b. The position of the School Library/Media Consultant is entirely Federally funded. If no further Federal funds are available for FY 75, the position is in jeopardy because the State budget is stretched to the breaking point. Without the Consultant, individual schools will be without some of the help they so desperately need

Colorado State University
Fort Collins, Colorado
80521

The Libraries

August 15, 1974

Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

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Dear Sir:

It is an honor and a pleasure to submit written testimony for the NCLIS Mountain Plains Regional Hearing on September 18, 1974.

In answering your request I have decided to reply in two ways. First, I will provide some specific answers and a few suggestions for the sheet of topics for your preparation for the regional hearing. Second, I will discuss some of my personal observations, feelings and thoughts concerning the library scene now and in the future in the Mountain Plains area.

TOPICS:--

1. Strengths are found in service to large established academic communities and in public library service in densely populated areas. These strengths are not as great as they should be, however. Weaknesses include uneven or ineffective service to business, industry, state and local government agencies and sparsely populated or remote areas.

2. Speaking about Colorado, existing efforts at inter- and intra-state cooperation are coming along, but not yet arrived. Factors deterring their development include barely adequate support by the state legislature and appropriate state agencies, an immediate need for dynamic sensitive leadership in some key positions in the state, and a lack of awareness on the part of many librarians and most of the public. Elements in the proposed NCLIS National Program will strengthen efforts toward cooperation; however, the strengthening process and burden would and should fall heavily on Colorado's state and local agencies, libraries, librarians, and general public in order for the efforts to be meaningful and integrated. Intra-state cooperative efforts in the Mountain Plains area might mean

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fine program now available through the auspices of WICHE (Western Interstate Commission on Higher Education) and described in ICIA Quarterly, Winter, 1975. (See attached article) Subjects which most need to be taught revolve around system and network concepts and coordination, reference service interviewing techniques, and at least a "elementary" acquaintance with computers. To promote meaningful cooperation, workshops should be developed and conducted at all levels, local, state, national, and intermixed. The friendships cemented at workshops often initiate coordination and form the basis of continued cooperation.

7. Although lacking the knowledge to meaningfully answer questions on this topic, I am acquainted with a linguistics professor of the Navajo language and other Indian languages who could shed some light on the state of the development and collection of resources on Indian languages.

PERSONAL VIEWS:--

Studies need to be made to determine standard cost and volume ranges which can be used by all of the various types and sizes of libraries which are attempting to initiate or maintain adequate core collections. These data are necessary to aid in budget justification when approaching funding agencies who will, in the future be even more keen on wise funding for collections. Also, if data on the benefits and costs of sharing resources locally, regionally and nationally through networks can be made available to funding agencies at budget request time, a more realistic picture will be presented and wiser funding decisions will result. For instance, if large academic libraries in Colorado presently had available to them a standard range of costs for core collection maintainence, these figures could easily be plugged into budget requests. Then librarians responsible for collection development could use their precious time in determination and justification of realistic collection and budget needs beyond the undergraduate core collection level. More time would also be available for cooperative efforts toward techniques of collecting and sharing specialized resources. In this way libraries could meet the immediate needs of all information users in Colorado and the Mountain Plains region, serve the specialized and less frequent needs of particular users and not waste money on unnecessary duplication of materials. Funds saved by sharing resources rather than duplicating resources might be used to send scholars to the books they need (rather than the books to the scholars who need them) when scholars have to make broad and deep use of a special collection located elsewhere.

Business and private sector needs are on the rise in the Mountain Plains area with the burgeoning population growth and the planned and

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If I can be of further help to you in any way, now or in the future, please let me know. You are performing a very weighty and significant task for the benefit of all of us in the library profession and for the people of this country.

Thank you.

Barbara Aro

Barbara Aro
Business and Economics Librarian

Encl. 3

BA:bts

NORTH DAKOTA STATE LIBRARY

Bismarck, North Dakota

58501

RICHARD J WOLFERT

State Librarian

PHONE 224-2490

August 28, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D. C. 20202

Dear Mr. Burkhardt:

The State Library Commission has reviewed the Synopsis of the Second Draft Proposal prepared by the National Commission. We are in agreement with the Proposal.

We submit the following items as written testimony for the Mountain Plains Regional Hearing on September 18, 1974 in Denver, Colorado.

We propose that:

1. Federal library funds be used as a means of securing larger units of service in rural areas.

   North Dakota public libraries are supported by an inadequate tax base. This tax base is exclusively property tax and is limited to the cities or counties operating the library. Since 354 of our 358 cities have fewer than 15,000 population (338 have less than 2,000 population) and 47 of our 53 counties have fewer than 20,000 population, the inadequacy of the population and tax base is apparent.

   The low net assessed valuation and special library mill levy limitation prevent adequate library service on a single city or county basis. Multicounty library service units would be an improvement over the present situation, although state supplemental funds would also be necessary.

   While LSCA funds can be used for the encouragement of larger units of service, the success of this approach has left much to be desired. The reasons for this condition are:

   a. The librarians and the library trustees are often opposed to larger units of service because such larger units change the long established political power base of the library by requiring representation from adjacent but distant cities and counties.

b. The state legislature is rural orientated and often resists attempts to force change in the structure of local government. For example, the need for the consolidation of sparsely populated counties and the elimination of the present county superintendent of schools position is well known, but has not yet occurred.

Federal funds available to the State Library limited for use with consolidated library systems of a larger tax base and population would do much to encourage the larger units of service so necessary in a sparsely settled state.

2. Federal library funds be used as a means of securing adequate state support for a minimal level of service to all persons.

North Dakota is one of the remaining states that does not have a state-aid program for public library service. The availability of federal library funds should be conditioned upon an adequate state-aid program that assures equal access to a minimal level of library service to all persons. Such state-aid should also be limited to library service units of a larger tax base and population.

3. Federal library funds be used as a means of securing multi-state service and resource centers.

North Dakota is a sparsely-populated state (617,761 population in 1970) spread over many square miles (70,000). By itself, North Dakota cannot provide all the library resources and services needed within the state.

Federal funds should be available to the states for contracting with multi-state service and resource centers so that rural states may have equal access to large resource bases.

4. Federal library funds be used as a means of coordinating the development and utilization of the resources and services of all types of libraries at the state level through the governor's office.

Under the present categorical aid programs, the HEA title II-A funds come directly to academic libraries from Washington; ESEA Title II funds come to the State Department of Public Instruction directly from Washington for allocation to local schools; LSCA funds come to state library agencies via Denver for allocation to local public libraries or retention at the state library agency.

The mechanism for coordinating these separate library programs is apparently minimal at the federal level and at least in North Dakota minimal at the state level. Coordination at the local level is probably non-existant.

In place of the present categorical aid system, there should be

federal library funds (appropriated on a one-year in advance basis) made available to the governor of each state for use by all types of libraries within the state. The governor would designate a state agency to administer these funds in accordance with a State Plan which would coordinate the development and utilization of library resources and services of all types of libraries within the state.

The State Plan would be developed by a library council representative of the varied library and user interests within the state. The State Plan would reflect state priorities, needs, and ways to best utilize the state and federal funds available to the state agency.

We are pleased to have an opportunity to comment upon the development of library service for the National Commission.

Sincerely,

Richard J. Wolfert

Richard J. Wolfert
State Librarian

Statement to the National Commission on Libraries and Information Science
by the students of the University of Denver Graduate School of Librarianship

September 18, 1974

The following remarks are based on assumptions that the Commission is interested in hearing from library school students both our reaction to the proposals of the Commission, insofar as they have developed, and also our observations on problems in the library world, especially in library education, which the federal government might be able to alleviate.

Reactions first. We have to confess, first, that our knowledge of the proposed national program stems almost entirely from the "Synopsis of the Second Draft Proposal," and not from the full document. Thus our reaction is pertinent only inasmuch as the synopsis is an accurate representation of the information and emphases of the complete document. Perhaps then, this is little more than a critique of the synopsis document. Be that as it may, those of us asked to represent the University of Denver Library School students arrived fairly quickly at what might be called a consensus question, or apprehension about the program as outlined in the synopsis.

Our apprehension comes from uncertainty, and an impression that the weight of the Commission seems to be being thrown towards the realization of the "nationwide Network Concept." Perhaps it should be, but that it should be is precisely what is not made clear or convincing. To be more specific, most problems that one could think of seem to be included somewhere within the seven necessarily generalized "Current Problems," which in turn have been incorporated in one or another of the eight "Program Objectives." These are called the "eight priority objectives." What is not clear is what priority exists, and should exist, among these eight objectives, some of which appear to be unrelated to, or at least in serious funding competition with, the eighth and most elaborated objective -- the national network.

In several respects, though no-one would deny its desirability in the abstract, this network concept would appear to answer mainly the needs for relatively sophisticated research by a small minority of library users, while it obviously threatens to absorb as much or more state and federal funding as libraries have ever received. Thus it raises the question whether such a comprehensive "information retrieval" system really addresses itself to the most pressing problem of libraries of all kinds. This question seems the more pertinent when such items as Program Objective #3, to "Strengthen existing statewide resources and systems," at first appears to be touching on a multiplicity of things, including the problem of bringing even the most basic library service to remote and thinly populated areas, but then goes on to suggest that this strengthening will consist of helping fund inclusion within some sort of information retrieval network. The overall implication of the synopsis document is that the Commission has somehow determined that access to rich but scattered research resources is the most pressing problem in the library world. One doesn't want to become a Number 6. type barrier to cooperative action, but it does seem that the synopsis document either doesn't adequately reflect the sorting and hierarchical ordering of the various

priority objectives that are necessary, and may have been done, or doesn't re ect the basis or justification for the implied ordering in favor of the elaborate nationwide network.

Observations about specific areas where we feel a national program might be helpful center on library education. Continuing education for professional and non-professional librarians is becoming more and more needed, and yet the opportunities to receive such training are at the moment occasional and haphazard. Most "continuing education" for librarians is supplied by occasional seminars held one place or another, which a given librarian attends from a felt personal need or a hope for promotion, often with no more help than a leave of absence. The particular beauty of the concept of continuing education, what it should strive to do, is provide courses and training programs which can address themselves to known, immediate and specific needs better than a formal and complete curriculum. Ideally a comprehensive continuing education system would lessen the need for libraries to hire and rely on outside talent. Some obvious areas where libraries have been troubled through the past decade are, mechanization and familiarity with mechanized systems, both general and specific; training in public relations and awareness to try to increase the use of already existing resources; and specialized training in methods of reaching traditional non-users. There does not seem to be, at the moment, any coherent system by which libraries, facing situations where training of one or more of their staff in a specific subject would be beneficial, can send them off for such training. The problem is two-fold -- libraries, even when they have accurately identified areas in which staff need new or refreshed training, cannot afford to send them; and, secondly, there is no assurance that a given type of training will be available. Both identification of particular areas where some librarians could profitably receive post-degree training, and provisions for underwriting some of the costs, to both trainees and the institutions or agencies conducting the training, could well be within the purview of a national program, and help bring order into this confused sector of library education.

More personally, the University of Denver School of Librarianship, as part of a private institution, is naturally anxious that any program of national help to library education not be bogged down in the current controversy of federal aid to private schools -- that its private school status not be held against it. An elaborate argument could be made, we believe, that a library school is not neatly analagous to the general collegiate educational picture, especially here where the University of Denver is the only accredited library school in quite a wide region.

More personally still, there is an unfortunate lack of any kind of national support for library school students in the form of fellowships. Federal fellowships might be a means by which a national program could direct prospective librarians into areas where there might be a current need.

Lastly, we feel a national program should consider some form of internship program which some or all librarians might attend after finishing their formal training. Internships are a much debated subject in library circles, at least in library school circles. It seems generally agreed that such programs could

help produce more qualified and skilled librarians, but it appears to be impossible to achieve the kind of cooperation between library schools and libraries necessary to institute such programs without directions and incentives from some comprehensive coordinating agency.

Submitted for the students of the University of Denver Graduate School of Librarianship by:

Jerry Blue

Bob Clark

Nancy Flynn

Roberta Gillies

Colorado State Library
1362 Lincoln Street
Denver, Colorado 80203

Library Development Services Unit
(303) 892-2181

August 13, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street N.W. Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Since I testified before the Commission last March as a representative of the American Association of School Librarians, I will confine my written testimony to comments on the Second Draft of the proposed National Program.

Although the present document is a big improvement over the original draft, I still detect an elitist tone to the proposed National Program. There is certainly a need for better coordination among the major research libraries, both public and private. In addition we need access to the numerous Federal and state agencies engaged in various types of research, as well as, the major business libraries. However, to assume that a network including all the above elements would meet the needs of the majority of our citizens is folly.

It is true that basic and advanced research must be encouraged to meet the needs of the public and private sector. However, the business executive, the scientist, and the professor do not represent the average American.

Also, unless some national effort is made to equalize educational opportunity in our country, we will have fewer qualified executives, scientists, and professors. The present Federal programs aimed at school media development are categorical and hence restrictive in nature.

On the state-level my office administers the Elementary and Secondary Education Act, Title II and the National Defense Education Act, Title III. These programs primarily provide funds for library resources, instructional materials, and audiovisual equipment. In my field visits to school districts throughout Colorado, numerous superintendents have expressed concerns to me regarding the masses of materials and equipment and the scarcity of personnel. Superintendents have said to me, "We have more "things" than we can manage, we need people". In many rural, isolated districts, the tax base is insufficient to support media personnel.

Calvin Frazier
xxxxxxxxxxxx Commissioner of Education

State Librarian
Deputy State Librarian James D. Meeks

Hence, 45 of Colorado's 181 school districts lack even one certified school media person. While these districts contain only a small percentage of the state's student population, they should be entitled to a minimum level of media service and that should include more than just materials and equipment.

I fail to see how the proposed National Program will meet any of the needs outlined above. In fact, computer networks will be of little or no value to the millions of elementary and junior high students in our country.

Do not assume from my letter that I am opposed to networking. The opposite is true. As a matter of fact, I serve on a national networking committee. Therefore, the strengths and weaknesses of networking are obvious to me.

I see networks as just one small part of any national program. Unless our schools can produce well educated, intelligent librarians and information users, networks will be of even more limited usefulness in the future.

Of greatest concern to me is the financing plan set forth in both drafts of the National Plan. At the present time when many states and municipalities are in real financial difficulties, I question the validity of a matching program. One small example should illustrate my point: my office recently announced the availibility of almost $900,000 in NDEA III funds for the purchase of instructional materials and audiovisual equipment. These dollars were to be distributed on an equal matching basis. Of the 181 school districts in Colorado, <u>less than half</u> even submitted applications. Upon investigation, I discovered that many did not apply because they lacked the necessary matching funds.

May I implore the Commission to consider the needs of the average citizen and not just those of the researcher or business executive when writing the final version of the National Plan.

Sincerely,

Anne Marie Falsone

Anne Marie Falsone
School Media Program Manager

AMF:lr

STATEMENT OF TURTLE MOUNTAIN COMMUNITY COLLEGE

Turtle Mountain Community College(T.M.C.C.) of Belcourt, North Dakota is a new, all-Indian college located on the Turtle Mountain Chippewa Reservation of northern North Dakota. T.M.C.C. operates under a charter granted by the Turtle Mountain Band of Chippewa Indians to secure, operate and maintain higher education services on the Turtle Mountain Reservation. Enrollment for 1973-1974, T.M.C.C.'s first year of operation was 206 students who enrolled in fully-transferrable college courses, and 202 others who were assisted in obtaining training(and in some cases graduate credit from another institution) through workshops/ extension classes. A member of the American Indian Higher Education Consortium, T.M.C.C. is committed to the philosophy of making higher education services available to Indian people in the communities in which they live.

CURRENT LIBRARY/INFORMATION STATUS OF AREA

The area served by T.M.C.C. consists of the 8,000plus Indians who reside on or adjacent to the 6 mile x 12 mile Turtle Mountain Chippewa Reservation. The services described as follows refer to this populace--a populace outside of the direct jurisdiction of the State of North Dakota, and considered by the State, outside of its area of responsibility for public library services.

1. Pre-School services:

Despite a successful Headstart program and high interest by the community in other forms of pre-school services, there are no media/library services to meet the needs of this age group. Yet the homes of the youngsters rarely contain books and other educational materials for them, merely because the incidence of poverty, or minimal income of the families preclude individual purchases. In addition, there are virtually no resource materials for individuals working in the field of pre-school training/care.

2. Elementary/Secondary Services

The services available to in-school youngsters are generally adequate. The local school maintains a comprehensive Instructional Media Center(31,000 volumes) with modern media equipments and materials. Although there are growing problems in terms of space adequacy, it is generally need free in terms of additional equipment, materials and training for staff.

3. Post-Compulsory Services

The only resource center available to the community-at-large is a small(12,000 volume) public library consisting almost entirely of donated books i.e. light fiction, outdated encyclopedias etc. Because the Reservation receives no money for public libraries from the State an effective program of improving the facilities, staff and print-media resources has not been initiated. T.M.C.C. students seeking to utilize it to support their collegiate studies found it nearly worthless, except in the area of current magazines (38 subscriptions) and newspapers.

T.M.C.C. does provide a weekly, evening bus for its students to utilize the library of T.M.C.C.'s affiliate N.D.S.U./Bottineau Branch--a library barely meeting accreditation standards possessing only (19,000 volumes). Unfortunately this service is relatively ineffective because: (a) most classes are held in the evening; (b) most students are married with dependent youngsters needing their attention on night classes are not in session and, mainly, (c) the 35 mile bus ride seriouly limits the actual time spent in the library. It became apparent early in the school year that a local library of college level calibre need be sought.

In terms of community needs it should be pointed out that the Reservation economy is heavily dependent upon federal grants/supportive activities. The multiplicity of social needs of a widespread nature demands resources to support research efforts. Such research under present conditions will remain truncated unless T.M.C.C. in cooperation with the community-at-large can provide a supportive resource center for background study and

comprehensive research. Of particular need is information on current legislation at the national level relative to social concerns (much more so than needed in the surrounding area, which is touched more often by State/local legislation much of which is irrelevant to Indians of the Reservation); data in the social sciences realm; a speakers bureau or other agency to mobilize human resources; a cross disciplinary collection to provide background in many subject fields currently touched by Turtle Mountain Community College, and other tribal agencies; and a comprehensive collection of print-media materials on the Indian languages and culture of the area.

PROBLEM AREAS AND POTENTIAL RESOURCES

As was mentioned previously, the Inter and Intra state cooperative efforts have little impact on the area served because of the Reservation lying outside of the States for all intents and purposes. Direct action need come from the national levels, where responsibility for dealing with Indians has traditionally remained. Although the local populace may not be technically ineligible for participating with the State in a cooperative program, such factors as lack of a tax basis, differing informational needs and a need to preserve tribal sovereignty inhibit the possibilities of sharing in possible state-wide library efforts. From previous experience, T.M.C.C. would recommend that library services for Indians should be provided in terms of an independently administered program, preferrably by passing the State entirely; or if the State agencies are used, funds and programs for Indian people be earmarked and set aside for block granting to Indian-controlled organizations to administer.

T.M.C.C. itself sees a pressing need for a library facility/resource center in order for it to provide adequate services to its students and to provide sorely needed developmental community efforts. T.M.C.C. staff and faculty already serve as an on-going human resource pool to assist the tribal government, service organizations and the community-at-large. To be more effective the human community service of the individual need be supported by an effective facility for research/study.

The community college is an effective model for bringing library services to the public. Its enrollment involves a cross-section of adults-an ideal circumstance for diffusing library use by the adult population. Its community development/dispersed learning orientation leads to contact with all segments of the community. In addition, the expertise available in the staff and faculty of the community college can be utilized to coordinate library efforts with other efforts to improve the informational network available to the community-through training of library/media personnel as well as implementing activities of a direct nature. Indian community colleges, founded on the need for self/help in preserving Indian cultural heritage, can provide the vitally needed support efforts to develope, collect and desperse resources on Indian language and culture.

W. Larry Belgarde
Director
Turtle Mountain Community College
Belcourt, North Dakota

SERVICES TO INDIANS LIVING ON RESERVATIONS

A Written Testimony

There are two Indian Reservations within the service area of Chadron State College. Their population numbers approximately 20,000 and many live in small population centers such as Kyle, Wanbli, Porcupine, Oglala, Manderson, Rosebud, Parmalee, Wasta and Wounded Knee, all of which are located in South Dakota. The people of both reservations are poor. Exact income figures are unknown, but the national average income of Native American families is a meager $4,000 per year. The Indians residing on the Pine Ridge and Rosebud Reservations undoubtedly have incomes less than this on the average. The source of much of their income is ADC. Numerous families hold BIA jobs but lack skill and competence for competition in jobs outside the reservation. They are therefore, destined to a captive existance on the reservation.

Approximately 50 schools dot the reservations. The majority of these are K-8 while a much smaller number (7) are 9-12. The libraries of all schools upon cursory evaluation appear to be inadequate. The writer feels that there is a direct relationship between educational accomplishment and the quality of library services in any community and the foregoing information is offered in support of this position.

Low accomplishment by Indian students on these two reservations in reading and writing are clear reflections of inadequate education at all age levels. A typical Indian student enters grade 9 at least one year behind in reading ability and then regresses until by graduation is a least 2½ years or more behind. Students who take the ITED, ACT or SAT tests score high in local percentiles but are very low in national percentiles. This is to say that any

student who is willing to put forth some effort in the test taking process can score much higher than his peers. However, on a national basis they remain at very low levels of accomplishment in all academic areas. When examining institutional profiles prepared by SAT or ACT, it is found that 50% to 60% of all entering freshmen respondents indicate that they will need help with reading and writing when in college. The typical Indian college student has a much greater need than this as indicated by the percentile figures just quoted.

Success in education and especially post-secondary education is in a direct relationship to family income. In terms of college persistence, only 29% of the students from the lower income quartile remained in college. In the next income quartile 56% persisted. In the third quartile 71% remained and in the top quartile 100% remained. For the Indian student who suffers many ill effects of poverty it is clear that he has even less of a chance for success in post secondary education because of his low income and poor academic preparation compared to his black, brown and white counterparts. The question reamains - Does poverty produce poor educational accomplishment or does one remain in poverty because of his educational development? (Further documentation may be found in the CEEB publication entitled Toward Equal Opportunity for Higher Education).

Although schools have their own library programs which function mostly at the mercy of either government budgets or church donations, there is very little library service which is sufficiently attractive to convert reservation non-users to users. Communications on the reservation hinders the process of familiarization with libraries. The most popular mode of communication is the "Moccasin Grapevine," radios and a few newspapers are next in importance. Less than 5% of the inhabitants of both reservations have telephones. Although most

families have automobiles, their age and reliability are deterrents to low priority travel. Unimproved roads are impassable in bad weather.

Sienta Gleska College at Rosebud and the Lakota Higher Education Center at Pine Ridge each have libraries but by the standards of typical junior colleges, they are pitifully inadequate. Sienta Gleska College recently received a Ford Foundation Grant in the amount of $48,000 for the purchase of all media. Although the gift was needed an generous, it did not provide the materials required for a two-year community college.

In summary, library services are needed at all levels. Because of the adverse effects of inadequate educational preparation, the public and private elementary and secondary schools should have first priority. They need media of all kinds. On a broader basis meant to include not only children but adult family members, this author is especially interested in a massive (and expensive) program of expendable media distribution to rural families. This should include newspaper and magazine subscriptions and paperbacks, particularly on Indian history and contemporary affairs. The Indian value system is not compatible with a borrowing/return/fine system of book usage and the above items should be available on a use-and-keep-it-if-you-like-basis. Mobile services should be incorporated with this effort and this service should circulate media and provide for equipment repair to schools also.

Indian people are particularly sensitive about who delivers their services. It is therefore, vital that Indian people serve as librarians and aides exclusively. Since libraries are quite suspicious places to many minorities, it is also necessary to establish a warm and intellectual, nourishing climate in the library services rendered to them. Empathic training of selected Indian people will be an effective way of providing this type of relationship with the user.

Institutions graduating larger than average numbers of Indian students

from college and therefore possible sources for recruiting and training persons to work with reservation Indians are University of South Dakota, Black Hills State College at Spearfish, Chadron State College, Sienta Gleska College at Rosebud, Lakota Higher Education Center at Pine Ridge, University of Colorado, Brigham Young University and Ft. Lewis College at Durange.

There has been a lot of activity in the area in recent years in developing and collecting resources on Indian languages and culture. An important contributor to this effort has been the Holy Rosary Indian Mission at Pine Ridge. Numerous Jesuit Priests have been actively engaged in this work and the mission remains the hub of most activity, including art shows on the Pine Ridge Reservation. A craft cooperative functions at Sienta Gleska College and serves to perpetuate and restore Indian Arts and Crafts.

James S. McCafferty
Chadron State College
Chadron, Nebraska

nitc NATIONAL INDIAN TRAINING CENTER

August 16, 1974

Mr. Frederick H. Burkhart, Chairman
The National Commission on Library and Information Science
Suite 601
1717 K St., NW
Washington, D. C. 20036

Dear Mr. Burkhart:

My position is in working with the library programs in the Bureau of Indian Affairs' educational system. From that point of view, I would like to speak to the library service through Indian youth and reservation school settings. First of all, it seems that a networking program connecting all library sources in a national plan will have little use in rural America and, particularly, used in the junior high and elementary school level. It would be less expensive to put the information source (books, etc.) in a very local access area than to have it available through technology -- even 50 miles away. Children's interest is on a sight, feel, and now basis. Most reservation areas are very remote and the material has to be locally available or transportation, telecommunication, or whatever system is used, would be too expensive to be practically accessible to them. Every piece of informative information that is available anywhere is the right of the Indian people to have, but the greatest advantage, at present, would be to spend the money to put it in a local depository (that is the library or media center), than to set-up a nationwide system that present knowledge indicates is not logically achievable for those in rural, reservation settings.

The present service offered to Indian youth is through the BIA school library. In many cases, the quantity is fair, but the quality and use has not been identified. Most of the BIA schools on reservations are small and the collection of media materials are small and without supervision -- at least, supervision by a media professional. Bookmobile services are generally not available and the radio offers the actual contact with other parts of the world for most of them.

More thorough studies need to be done to accurately describe the lack of information most Indian youth have available to them. The Indian adults are in a worse state because of the limited collections in elementary schools are not generally a source for them. Our conclusion would naturally be that it is a disgrace to America; however, that should be tempered somewhat by the completion of a cultural evaluation to see

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if the Indian people have that same feeling.

It seems that much needs to be done to make the knowledge and entertainment value of the various visual and sound resources available to Indians. I believe that first step in reservation and rural America should not involve networking, but supplying the actual media to the local areas. At the present time, the kinds of information most needed on the reservation would be in the area of periodicals, entertainment media, (fiction, biographies, etc.) and some self-study subjects which are available in kits and other media. For the majority of the adults, this should be of a high-interest low-vocabulary material. Local support for information resources are non-existent; therefore, funding has to be from the state or federal government. At present, school personnel are included nation-wide to work with Indian people. Where more local libraries could be set-up, more local recruitment could put the Indian into service to Indians. Beginning training could be given by the National Indian Training Center at Brigham City, Utah, on a two-week internship and/or a series of local seminars on-site for several trainees at a time.

Several efforts have been and are going on regarding the collection of resources on Indian cultures and Indian languages. The most complete information on these efforts could be obtained from Dr. Dave Warren, Cultural Studies Center, Cerillos Road, Santa Fe, New Mexico. (87501)

I hope this information is useful to the Commission and thank you for the opportunity to submit it.

Sincerely yours,

Ray Reese

Ray Reese
Education Specialist

Noted:

Norman R. Jensen

Norman R. Jensen
Supervisor

fill

October 10, 1974

Frederick H. Burkhardt, Chairman
Suit 601
1717 K Street, N.W.
Washington, D.C. 20036

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Dear Sir:

I am the librarian for the Lower Brule Reservation High School & Grade school in South Dakota. I am a Sioux Indian from the Crow Creek Reservation. I hope my thoughts to the National Commission will be taken in a favorable light.

I am aware of your past conference, 18th September 1974 in Denver, Colorado. I will limit my efforts to the seven topics you used.

1. Leadership: People are not aware of the importance of information and the the cultural need people have for a self-fulling life time search for information.

2. Leadership: The midwestern and middle state librarians are probably not paid as well as other state librarians and presents a factor for turnover. Nebraska's library effort towards Indians produced results felt in other states. The National Indian Education Association's library program did produce local results. The National Commission should be promoting its guidelines so as to have feed back to respond to, rather than talking about change. (a straight forward view of my own).

3. I am vague on this area.

4. Adequate for what, or comparied to what? First, the librarian must become a P.R. person to find out what progress is, in his area, then he can state a better informed response. Some areas really do not want progress in library fields.

5. Technology is a matter of money, but mostly it is a matter of using media creatively. Media or audio visuals is a very humanistic approach to learning.

6. The teacher Corp's, present, field based education is excellent for training librarians to cross over the librarian's image into education or administration areas of people. Also, adult education is opening many doors.

7. All kinds of information is needed. In fact the Indian is more sterotyped than the white populace when it comes to seeing the library as a warehouse and run by the white little old ladies. More Indian librarian's are present as seen by the Indian library programs in Arizona by Dr. Dickinson

and New Mexico by Janet Naumer. Yes, the Indian's best librarians in these cases is a white librarian who sees the importance of a library for Indians. I do wonder how South Dakota State University's one year masters degree for Indians in librarianship/media compares with say a two year masters degree in librarianship?

Indian library leadership again plays a big role in awakening the need for a library on reservations. Many Indian educators do not understand the benefits of the library with its print and non-print (A-V) — knowledge. Many Indian educators are in control of every facet of Indian life even if it is outside of their expertise. I might even speculate that your commission recieves a majority of its Indian information from Indian educators rather than Indian librarians, and you might gather more information from white librarians or Indians than from Indian librarians. The August issue of Wassajo has an article on some of my views concerning Indian librarians.

NIEA, Indian Press Assoication, the law programs, the Indian Historians are all developing and collecting information. I am aware of NIEA's recent media project.

The 126 BIA school libraries should be extended to adults in the reservations for better headstart, language and adult education.

Since Indians are oral Congress should promote a talking book program to Indians similar to the talking book for the blind program. The emphasis on Indian languages are good if one looks at the many bi-lingual programs but the culture is somewhat hung up by the life style of Indians--BIA, AIM, Endowment funds, Ford Funds etc.

I want to thank the commission for its effort of going to the people and seeking responses. I hope I have spoken with a feeling of urgency and respect for the storage and retrival of information--the library. If I can be of help in any way, I will.

Sincerely,

Douglas R. Philbrick

Douglas R. Philbrick
Sioux librarian

Education Commission of the States
300 LINCOLN TOWER • 1860 LINCOLN STREET
DENVER, COLORADO 80203 • (303) 893-5200

September 6, 1974

Mr. Frederick H. Burkhardt
Chairman, National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

When I received your letter of July 22, I planned to respond and to send written testimony for the Mountain Plains Regional Hearing of the National Commission on Libraries and Information Science. I was in Albuquerque attending the National Legislative Conference, August 11 through 15, and was ill for several days after I returned to Denver, which was the time I had designated on my calendar to write the testimony for your hearing.

Even though the August 20 testimony deadline has passed, I have decided to send you my comments and to let you know that if the need is still there, I could testify before your hearing on September 18. My comments include thoughts on the national, state and local levels and I trust they will be helpful to all concerned.

<u>On the National Level</u>:

1. Any effort of the National Commission on Libraries and Information Science should be designed to supplement existing networks in the many states rather than to replace any of them. Each state and region seems to be different and in those areas where a cooperative arrangement has been established, everything, including additional funds, should be offered to encourage and increase this cooperation as it now exists rather than ignoring any such efforts. In Colorado and many other states, there are areas of public library networks. Interlibrary loan and other arrangements are carried on through these.

2. At present there seem to be no networks meeting special needs such as legislation. A fellow librarian, Miss Pat Tupper of the Minnesota Department of Education, and myself conducted a pilot study and discovered a variety of problems along with great interest in some kind of network attempt to make information on legislation in various states more readily available through a central source. We feel that the need was firmly documented but, based on our survey, without major financial resources from some source, the situation will probably not change and the need will remain unmet.

3. The National Commission on Libraries and Information Science should report to appropriate state and local library agencies on the work funded by the National Science Foundation being done under the direction of Dr. Eric C. Winston about a "National Network for the Acquisition, Organization, Processing and Dissemination of Materials by and about Blacks" and if further support is needed, to make such available.

On the State Level:

1. The facilities and privileges of the Wide Area Free Library Service made available to residents throughout Colorado should be encouraged and broadened to include nonbook items, if possible.

2. The Boards of the various libraries need to be representative of the total community, both to get the input of those groups and to be able to aid dissemination of the library programs.

On the Local Level:

1. The Denver Public Library has had a good-to-excellent program of services for the total community of the Denver metropolitan area; these should be continued and in no way reduced. The special programs which the library has presented over the past two or three years with emphasis on the contributions of various ethnic sectors of the community have been enlightening to the total community and encouraging to the individual groups represented. Everything should be done to expand this program including working with the various school districts of the state so that the resources already available in this area are given the broadest possible exposure.

2. Because of the problems of poor reading ability among many of Denver's students, it is suggested that libraries in Denver and perhaps other areas be treated as learning centers and be set up to improve reading skills of students and patrons. This would require tutors, coordinators for programs, and transportation, possibly for students and teachers alike, all of which would require funding.

We have on hand the full report of our study mentioned in the national concerns, paragraph two--"Networking: Will it Work for State Education Libraries?" Also, we have detailed information on the work of Dr. Winston, referred to in paragraph three under national concerns.

Sincerely,

Gladys H. Mills

(Mrs.) Gladys H. Mills
Coordinator
Resource Center

GHM:mob

TESTIMONY

before the

National Commission on Libraries and Information Science
Mountain Plains Regional Hearing

September 18, 1974
Denver, Colorado

Chairman, Members of the National Commission on Libraries and Information Science and fellow citizens. Thank you for the invitation to appear before you.

My name is Gladys H. Mills, and I am the Resource Center Coordinator of the Education Commission of the States, a Denver-based nonprofit organization representing 45 states, Puerto Rico and the Virgin Islands, which provides a partnership between state education and political leaders for the advancement of education. The Resource Center is part of the Research and Information Services Department, Dr. Russell B. Vlaanderen, Director, and Mr. Wendell H. Pierce is the ECS Executive Director. Since I presume you have a copy of my letter of September 6 to Mr. Burkhardt, NCLIS Chairman, I wish to speak to the point of the NEED for national information in two areas only, and for my purposes I view it as two different kinds of networking, because of different sources as data bases. But I don't propose that we have two separate operations rather that we in one system have access to these two kinds of information, namely, legislative and ethnic.

From staff requests I know that ECS needs the information in order to supply it to all of the states. And, there is the acknowledged, continuous need for current information on legislation in the states on both an inter- and intrastate basis as we found from the survey which a fellow librarian, Miss Pat Tupper of the Minnesota Department of Education and I conducted in seven

states. Our study was reported as a paper titled "Networking: Will It Work for State Education Libraries?" to the Special Libraries Annual Meeting in Toronto on June 11, 1974, and to the Legislative Reference Librarians at the National Legislative Conference at Albuquerque on August 15, 1974. We found that most librarians and information specialists are interested in a well-organized, effective network which would make such information available on an easy, quick access basis.

We also know from many requests that there is a continuing need for information on and about various ethnic groups, and we know of two studies or programs underway in this area which need more support both financially and public relations-wise.

A study titled "A National Netweork for the Acquisition, Organization, Processing and Dissemination of Materials by and about Blacks," was initiated by Dr. Eric V. A. Winston, President, Urban Resource Systems, P. O. Box 161, Haslett, Michigan 48840. (Telephone: 517/339-2981) and Mr. Nicholas Gaymon, Director, University Libraries, Florida A & M University, Tallahassee, Florida 32301 (Telephone: 904/222-8030). Initially it was funded by a grant from the U. S. Office of Education.

A computer bibliographic data system to provide libraries, teachers and students with information by and about Indians is part of "Project Media" sponsored by the National Indian Education Association, 3036 University Avenue, S. E., St. Paul, Minnesota 55414 (Telephone: 612/378-0482) Mr. Charles Townley is Acting Project Director.

We would ask NCLIS to actively encourage whatever funding is required to see that these three studies are implemented and once funded that the appropriate

dissemination of study results occur.

My position has enabled me to see not only the need for these two kinds of information but to daily experience the present lack of an adequate source or sources either singly or in combination for such information--legislative and ethnic for various educational purposes.

At ECS I see the way legislative information is presently acquired, compiled and disseminated, especially through our Legislative Review. To briefly outline this operation, our Director or Assistant Director of the Research and Information Services Department gathers the information from an assortment of sources including newsletters, reports, legislative calendars, documents, newspaper stories, news reports, and personal staff and other contacts. It is a slow process. It requires many, many contacts and many verifications. It is a manual operation. It is also indicative of the process a network will face. Not all states have their statutes on computer and not all states are tracking their legislation on computers. So--the manual operation probably will precede any computerized activity. In the case of ethnic information, I scan and search a variety of bibliographic tools, including ERIC, contact a number of individuals from appropriate organizations and follow suggested leads. A tediously slow--telephone and time available limited course. Both areas of need are REAL.

Is the National Commission on Libraries and Information Science in a position to assume the responsibility for encouraging the writing of a formal proposal which would meet the conditions necessary to effect a satisfactory national legislative reference network? Can you suggest funding to facilitate

the study on the Black network? Can you aid the continuation of on-going operations at the three Indian reservations? All three network projects seem to need an assist from another source, and each of their goals seems consistent with the work of NCLIS.

Both the legislative and ethnic information needs pose some questions which will have to be answered before establishing any further networks. May I suggest some?

Is the existing data base adequate for present needs? Are the base and facility in the state(s) adequate to serve a national network? Is it computerized or manual? Can the state base be established as a network component while maintaining its present intrastate commitments? How much more of staff, funds, equipment would be necessary to fulfill both inter- and intrastate needs?

Philosophical considerations:

Organizational liaison and the future development of the NCLIS plan will determine whether new or altered legislation might be required by the states themselves to be part of a network. Information or document retrieval would determine an orientation for the network--whether legislative or ethnic in content.

Financial considerations:

Who would pay for additional costs above the present budget which a network operation might require for each state? A private funding organization recognizing the need as in keeping with its resource allocations program? Would the state's budget expand for this item? A combination of both--

private and public funds? A supplementary appropriation from state sources? or federal sources? or federal/state matching funds? Will the costs be transferred to the user with a search and/or user fee? How will this be established? Is the user willing and able to assume these costs? Since the user will often be the states themselves, might they band together under the aegis of such an organization as the Education Commission of the States or the National Conference of State Legislators and seek to establish a cooperative effort? There is at least one private company which keeps track of legislation and makes its information available at a price. But, since the original information is obtained from government sources at taxpayers' expense, shouldn't these agencies combine operations to mutually benefit from a cooperative information retrieval system? They type of software and hardware to be used in any computerized system will greatly determine the extent of financial investment required. Whether a state has compatible or incompatible equipment and systems would be a big cost factor, too. Other cost factors will include frequency of use, location and convenience of access points.

How much can the National Commission on Libraries and Information Science do to help coordinate the efforts suggested in at least the two areas of educational legislative and ethnic information?

We would appreciate any consideration you can give to these concerns not only now but in the future, and we would be pleased to be advised of any deliberations and actions you take to promote these interests.

Thank you.

By: Minnesota Delegation

RESOLUTION IX

WHEREAS, The National Commission on Libraries and Information Science is preparing a national plan for the further development of library and information services; and

WHEREAS, The state library agencies in the several states are working on their several responsibilities toward making statewide systems of library service available; and

WHEREAS, The development of library and information services of all kinds are of the utmost importance to all education; therefore, be it

RESOLVED, By the Eighth Annual Meeting of the Education Commission of the States, held June 20-22, 1974, in Miami, Florida, that the Education Commission of the States goes on record, expressing its continuing concern for library development; and

RESOLVED, That the Education Commission of the States keep its members regularly informed of progress and problems in this regard.

Committee Disposition: Approved with Amendment

FINAL DISPOSITION: Adopted at the annual meeting of the Education Commission of the States, June 22, 1974.

Education Commission of the States
300 LINCOLN TOWER • 1860 LINCOLN STREET
DENVER, COLORADO 80203 • (303) 893-5200

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September 11, 1974

(Letter sent to respondents of Mills/Tupper Survey)

Dear

When we thanked you at the conclusion of our survey in January, 1974, we felt we would be reporting the results to you sooner than this. With sincere apologies for the time lag and with real gratitude for the time, effort and interest you took in our survey, we are putting our thanks in writing and, at the same time, giving you the findings of our study. We wish to let you know that Dr. Russell B. Vlaanderen, Director of Research and Information Services of the Education Commission of the States, served as a consultant to us and, while we knew this was not designed as a research study, we felt the survey served its purpose as an information gathering tool.

Pat Tupper and I have delayed sending you the results of the survey for two reasons: One, some of the information was very contradictory and ambiguous and we felt the differences should be resolved before we published the information by states, and, secondly, we had anticipated the possibility of a follow-up study to complete the survey.

We are enclosing the paper as it was presented at both the Special Libraries Association annual meeting in Toronto, Canada, on June 11, 1974, and the National Legislative Reference Librarians' meeting in Albuquerque, New Mexico, on August 15, 1974. The National Legislative Conference and the National Society for State Legislators merged at that meeting and the group has been renamed the National Conference of State Legislators.

The audience in Toronto recommended on an informal one-to-one basis that we seek funding to continue the study. (In other words, there was no official position taken at SLA, but as people talked to us informally after our presentation, this was the view they expressed.)

In Albuquerque, I was named chairman of a committee to do some investigating and coordinating of surveys of legislative reference libraries. This latter committee will perhaps by its very nature, be contacting many of you. The charge to the committee is not clear at the moment nor the depth of follow-up expected.

see last page

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You will be interested to know that Irene Stone, as chairman of the Legislative Reference Librarians of the National Legislative Conference (affiliated with the Council of State Governments) was the individual who asked Pat Tupper and myself to present our paper, since she had been one of the respondents.

Not included with the original paper but supplied for your information is a list of the respondents. If, for any of a number of reasons, you need to know the details of information not included, we do have the worksheets here on file in the offices of the Education Commission of the States.

Although at this time no organization that we know of has sought funds for further study along the lines of our recommendations in the final section of the paper, there are two actions which have resulted in part from our study:

1. One state, included in the survey, has taken steps to improve the working relationships of several of its library service agencies.
2. Another state introduced at the annual meeting of the Education Commission of the States a resolution, which is enclosed.

Please feel free to call or write either Pat or myself, if you wish, and thanks again for your interest and cooperation.

Sincerely,

(Mrs.) Gladys H. Mills
Coordinator
Resource Center

Enclosures: Networking Paper
List of Respondents
Copy of Resolution

GHM:fk

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NETWORKING: WILL IT WORK FOR STATE EDUCATION LIBRARIES?

by

Gladys H. Mills
Coordinator, Resource Center
Education Commission of the States

and

Pat Tupper
Librarian, Department Library
Minnesota Department of Education

Introduction

The endlessly accelerating demand for fast accurate information to be used in designing educational legislation or programs has created greater and greater strains on libraries. In recognition of this situation, we began to look for alternatives or better ways to provide our services. After several discussions, we decided to explore the following hypothesis:

> THAT, A network of existing libraries now serving state education agency personnel would be of value in promoting general exchanges of information on educational programs and in promoting exchanges of information on state and federal legislation pertaining to education.

In order to confirm or deny this hypothesis we decided to conduct a pilot study of several state governments to determine what libraries already exist with responsibility for services to state education agency personnel and legislators. In each library we

attempted to identify the internal structure, holdings, staffing, degree of access to and the availability of computer facilities, types of and similarities of services provided, specific information needs in the area of legislation on education and whether a need for a network of libraries serving state education agencies was perceived. This is the report of that study and is divided into five sections, namely: introduction, methodology, survey findings, evaluation of study and recommendations, and appendix.

Methodology

Questionnaire preparation:

A questionnaire was prepared to survey a sampling of states. The questions on the survey form resulted from the scanning of various library questionnaires already in use, a computer search of Educational Resources Information Center (ERIC) files, a review of relevant documents and discussions with other librarians. Since we were unable to locate an existing instrument which would allow us to survey both legislative reference services and libraries, we developed 47 questions which we felt appropriate.

Because the questions had not been validated, it was obvious that the survey had two basic goals. First, to test the questions specifically to determine if they were properly constructed to elicit the desired information. Second, to gather the information from the states involved in the sample.

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State Selection:

The nature of the survey made it desirable and possible to select states in which one of us had a personal contact. This guaranteed a high degree of cooperation and some candid observations. Although all personnel in the states surveyed expressed a willingness to be identified, for the purposes of this report all states and respondents are anonymous.

Choice of Respondents:

To determine the individual respondent in each state we contacted (1) the office of the commissioner of education or its equivalent, (2) the director of the state library and (3) the director of the legislative reference agency. In most cases the person contacted became the respondent; in a few cases that individual designated someone else.

Survey Technique:

Preliminary contact was made by telephone, the survey explained and cooperation requested. The questionnaire was then mailed, and a conference call arranged between ourselves and the respondent. The calls were held over a period of four days--a total of 17 calls from the seven states. Notes were taken during the conversation, and the conversations recorded. In addition, each respondent was requested to mail specific items including organization charts, budget, annual reports, statistical reports, brochure, statement on size and nature of holdings.

Survey Findings

Generally, findings are reported by state not by official position of respondents included in the survey. The variation in numbers of respondents and the fact that not all respondents answered all questions as well as contradictory statements made data tabulation difficult. The questionnaire was too comprehensive for full reporting in this paper. However, the salient points are covered in narrative form.

Since we are reporting only selected information pertaining to education, readers must keep in mind that this is not a total picture of any state library operation.

Structure:

Six of the seven directors of state libraries indicated that library services to state education agency personnel are their statutory responsibility. In actual practice, however, services are provided by the state library and other agencies within state government.

In five states the state library itself is physically separate from the state education agency. In one state a departmental library is operated and staffed by the state library and is located physically within the state education agency. A departmental library is operated by the state library but staffed by the state education agency in another state. Departmental

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libraries exist independently in two states.

Supplementary services include statewide information systems in two states, and working collections housed within offices or units of the state education agency were identified in two other states. (1,2)[a]

Two states surveyed regard responsibility for library service to state legislators as being held by the legislative reference service. In a third state respondents divide it equally between two legislative service agencies. In two states this responsibility is carried by the state library through establishment of a legislative reference section in the library. In another state one of two respondents indicated services are provided by both the state library and the legislative reference service while the other respondent gives the responsibility to the legislative reference service only. In the seventh state, the three respondents have a difference of opinion with each of the agencies named being cited. (4)

Despite disagreement concerning direct responsibility for library services to state legislators and education staff, all respondents stated that more than one library or agency provides information on educational topics. Services and materials overlap to some extent and are perceived as being complementary in nature but not competitive or consisting of unnecessary duplication. (5,6)

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[a]Throughout this section of the paper the number(s) in parentheses at the end of a paragraph, or several paragraphs, refers to the number of the question which the preceding paragraph(s) answer.

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Degree of Automation:

All seven states have some automated information services. Six of the seven reported automation for senate and house legislation. Every state has, and all but three respondents were aware of, automation in the data processing center for state administration. One respondent suggested the question was unclear. (9)

Five of the seven states had a teletype immediately available to their libraries. Five states indicated that they have on-line terminals available to one of the libraries being surveyed, and two states indicated that they do not. Only one of the five does not anticipate adding an additional terminal. One of the two states with no on-line terminal anticipates its acquisition within five years. (10-14)

Information Services:

The need for information on educational legislation was stated unanimously. All persons reported needing information on legislation in other states, both from states in their own region and also nationwide. One respondent indicated a greater need for regional than for nationwide information. All respondents except two indicated they also need information on federal legislation. (25)

Personnel in all of the libraries indicated that their libraries attempt to provide information on federal and state legislation. When queried about how the information is actually obtained all

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indicated that there is no one source which provides all of the needed information. Acquiring the information is viewed as a continuous process of scanning newsletters, periodicals and publications of professional associations and organizations, such as, the Council of Chief State School Officers and the Council of State Governments. Personnel in five states specifically identified the publications of the Education Commission of the States as being very useful. In addition to printed sources, respondents indicated they contact congressional representatives, federal liaison officers and state education agency personnel. (26)

Networking:

Respondents were asked if they would see any value in a network of libraries serving state education agencies. Earlier in the survey, all respondents had indicated that all were cognizant of the benefits of library networking and all had at least limited experience as a network participant. All indicated that their libraries are already part of an existing network--either intrastate, interstate or both. Questions were raised by several respondents regarding the quality of the libraries serving state education agency personnel. One person questioned whether college and university education libraries aren't stronger than state libraries. Another suggested that a committee explore the question of networking. Several commented that networking would be very difficult since "every state is different." While all comments were generally favorable, networking is clearly seen as a very complex system requiring serious consideration of a

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large number of factors. (19,34)

Evaluation of Study, Conclusions and Recommendations

Technique and Questionnaire:

The telephone conference contributed both to the high degree of response on the questionnaire and the enthusiasm with which people replied. Respondents appreciated the opportunity to clarify phraseology of the questionnaire. A problem was created by the poor technology of recording the telephone conversations.

The questionnaire with some modifications could be used to survey some or all of the remaining fifty states. The supporting materials received from the states is of substantial value in clarifying the library operations within the state and in raising additional questions which need further study.

Conclusion:

The evidence was inconclusive in supporting or denying the hypothesis.

Recommendations:

Since there is little coordination either intrastate or interstate of library services to legislators and state education personnel, it is recommended:

1. That answers be found to three questions: What effect does this limited coordination have on effectiveness of information services within state government? What resources would each state be willing to make available for coordination? To what

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extent is each state willing to modify its structure to promote coordination?

2. That any further study involve an exploration of the relationship between the libraries surveyed and state central service agencies or whoever maintains the state data processing center.
3. That further study be made to clarify the discrepancies noted in the survey findings within a state.
4. That any further study be assumed by an agency with resources and personnel to address the problem on a national level with due consideration being given to the latest report of the National Commission on Library Information Science.

Due to the scope of the problem we feel it cannot be handled without a major commitment of staff and time. This is a pilot study, and it is recommended that further research on the question of networking for state education libraries should be undertaken.

GBM-PAT:g

2-26-74

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EDUCATION COMMISSION OF THE STATES

and the

MINNESOTA DEPARTMENT OF EDUCATION

A Questionnaire on Library Services

(We realize that due to the tremendous variation in states all questions may not be applicable to your situation. However, where appropriate, please check the proper response(s) for each question. Use additional paper, if necessary, and we would appreciate any supplemental reports or material giving more details.)

Part I--STRUCTURE OF LIBRARY SERVICES

1. Within your state government, where does responsibility for library services to state education agency personnel lie?*

   a. ____ state education agency departmental library
   b. ____ state library agency
   c. ____ information retrieval system
   d. ____ other (please explain)_____
   _____
   _____

   What is the exact name of the organization or library?

   e. _____

2. If the state library agency provides service to the education agency, please indicate the structure used:

   a. ____ departmental library--operated and staffed by the state library agency and located physically within the state education agency
   b. ____ department of the state library agency which is located apart from the state education agency
   c. ____ other (please explain)_____
   _____
   _____

3. Within your state government, where does responsibility for library services to school district personnel lie?

   a. ____ state library agency
   b. ____ statewide information retrieval system
   c. ____ intermediate or other cooperative service units
   d. ____ other (please explain) _____
   _____
   _____

*Please mail an organizational chart, budget, and annual report.

4. Within your state government, where does responsibility for service to state legislators lie?

   a. ____ independent legislative council
   b. ____ legislative reference service
   c. ____ state library agency
   d. ____ other (please explain) _____
   _____
   _____

5. If your state provides service through more than one library or information service, who provides legislators with information on educational topics?

   _____

6. To what extent do collections and services overlap?

   _____
   _____

7. Do you know who the ECS commissioners in your state are? _____

   If yes, please name them _____
   _____
   _____
   _____
   _____
   _____
   _____

8. Do you give service to ECS commissioners?_____

9. What information services within your state government are automated?

   a. ____ senate legislation
   b. ____ house legislation
   c. ____ educational information
   d. ____ data processing centers for state administration
   e. ____ other
   f. ____ none

10. What terminals or computer facilities are available to your library operation?

    a. ____ TWX
    b. ____ on line terminal
    c. ____ other
    d. ____ none

11. Who has primary use of the equipment listed in question 10?

a. ____ library
b. ____ central service
c. ____ other

If a library, which library?_____

12. If equipment is maintained by state central services, what percentage of time is allotted for library use?

_____

13. Is equipment and software you are using available for use by other state departmental libraries? Yes _____ No _____

If yes, which one(s)? _____
_____

14. Do you anticipate the addition of a computer terminal to your library?

Yes_____ No_____ If yes,

a. ____ within one year
b. ____ within two years
c. ____ within five years

Part II--SERVICES

15. Please indicate the services which your library provides.

a. ____ cataloging and classification
b. ____ circulation
c. ____ quick reference
d. ____ in depth reference
e. ____ telephone reference
f. ____ routing new journals
g. ____ interlibrary loans
h. ____ acquisitions lists
i. ____ compilation of bibliographies on request (manually)
j. ____ reproduction or duplication of hard copy materials
k. ____ reproduction or duplication of microforms
l. ____ documents depository for state documents
m. ____ information for federal legislation
n. ____ information for state legislation
o. ____ other (please explain)_____
_____

16. Which of the services listed in question 15 are automated?

_____

17. Which of the services listed in question 15 are provided for you by other libraries?

_____

_____

18. Which are cooperative services with another library?

_____

_____

19. Does your library participate in an existing network? Yes___ No___

If yes, which one(s)? _____

_____

20. Do you know about ERIC? Yes____ No____

21. Is any part of the ERIC system included in your library? (Specify).

a. ____ RIE journal
b. ____ CIJE journal
c. ____ ERIC microfiche (ED documents)
d. ____ ERIC microfiche (EJ articles)
e. ____ manual searches of ERIC
f. ____ computer searches of ERIC
g. ____ none

22. Where are the automated services in questions 9 and 16 located?

_____

By whom are they used? _____

What is the basis for expansion of such services, if projected?

_____

_____

Part III--USER GROUPS

23. In general, what type of users do you have?

a. ____ administrative management
b. ____ subject specialists
c. ____ legislators
d. ____ college and university students
e. ____ other (please specify) _____

_____

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24. In your opinion, what is the primary use of the information you provide?

a. ____ professional growth
b. ____ directly related to user job responsibility
c. ____ long range planning
d. ____ to design legislation
e. ____ justification
f. ____ other (please explain) _____
_____

25. Do your users need information on educational legislation?

a. ____ in-state information only
b. ____ other states, regional
c. ____ other states, national
d. ____ federal
e. ____ none

26. How do you currently gather information on educational legislation?

_____
_____
_____
_____

27. Under what kind of time constraints do your users operate?

a. ____ very tight (needed information yesterday)
b. ____ tight (really need information today)
c. ____ normal (need information within the week)
d. ____ unusual (need information within 30-90 days)
e. ____ other (explain) _____

Part IV--STAFFING

28. Professional staff is defined as those with MLS degree or equivalent experience and/or supervisory and administrative responsibility who work independently. Clerical staff is defined as support personnel.

What is your staff size? (Please insert appropriate numbers.)
a. ____ full-time professional positions
b. ____ part-time professional positions
c. ____ full-time clerical positions
d. ____ part-time clerical positions
e. ____ volunteer professional persons
f. ____ volunteer clerical persons

29. Is any clerical work for the benefit of the library performed in another unit, i.e., word processing centers, typing pools?

If yes, where and percentage of total work load accomplished by each?

30. Does the library normally purchase part time professional help?

If yes, how much time or how frequently done?_____

What percentage of the budget? _____

Staff training:

31. Indicate years and type of experience of the person directly in charge of the library.

_____

_____

32. Does any of the staff have (indicate the number)

a. ____ automated data processing training or experience?

b. ____ automated information retrieval training or experience?

33. What positions on the staff are held by persons with

a. automated data processing training or experience?

_____

b. automated information retrieval training or experience?

_____

34. Are you cognizant of networks of library services?

If so, which ones, and to what extent do you use them? _____

_____

_____

_____

35. What is the greatest strength of your library operation? Why?

_____

_____

36. What is the weakest part of your library service? Why?

_____

_____

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Part V--SUMMARY

37. Is this material to be used only anonymously? Yes____ No ____

38. May we quote the state? Yes ____ No ____

39. May we cite the organization? Yes____ No ____

40. May we use your position title? Yes ____ No ____

41. Are you supplying the following separately as supplemental reports to this questionnaire?

a. organizational chart?	Yes ____	No ____
b. budget	Yes ____	No ____
c. annual report	Yes ____	No ____
d. statistical report	Yes ____	No ____
e. brochure	Yes ____	No ____
f. statement on size and nature of holdings	Yes ____	No ____

42. Is your operation primarily responsible for providing

a. ____ materials or
b. ____ information

43. Other comments:

Name of person responding _____

Title _____

Full name of agency _____

State _____

Date _____

GHM-PAT:g
1-17-74

APPENDIX II

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(Includes only those items which contributed directly to this project.)

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RESPONDENTS ON MILLS/TUPPER SURVEY

Mr. Herschel V. Anderson
Director, State Library
322 South Fort
Pierre, SD 57501

Mr. B. Gene Baker
Director, Legislative Library Services
Room 2, Holland Building
Tallahassee, FL 32304

Mr. Cecil Beach
State Librarian
Florida State Library
Supreme Court Building
Tallahassee, FL 32304

Mr. Shelley Boone
Deputy Commissioner of Education
Florida Department of Education
Tallahassee, FL 32304

Mrs. Ethel Crockett
Director
California State Library
Sacramento, CA 95809

Mr. Lyle Eberhart
Assistant Superintendent
Division for Library Services
126 Langdon Street
Madison, WI 53702

Dr. Jan Ebersdorfer
Acting Secretary
Department of Education & Cultural Affairs
State Capitol Building
Pierre, SD 57501

Dr. Claude Hass
State Department of Education
721 Capitol Mall
Sacramento, CA 95804

Mr. Lyle C. Kyle
Director, Legislative Council
State Capitol
Denver, CO 80203

Mr. Raymond C. Lindquist
Director, Legislative Reference Library
State Capitol
St. Paul, MN 55155

Mr. James D. Meeks
Director, Colorado State Library
1362 Lincoln Street
Denver, CO 80203

Miss Nancy Motomatsu
Department of Public Instruction
Old Capitol Building
Olympia, WA 98504

Mr. Michael P. Ortner
Director, Legislative Research Council
State Capitol
Pierre, SD 57501

Ms. Bonnie Reese
Executive Secretary
Joint Legislative Council
State Capitol
Madison, WI 53702

Ms. Mary Ann Reynolds
Director, Washington State Library
Olympia, WA 98501

Miss Patricia V. Robbins
Director of Reference and Library
Legislative Reference Bureau
State Capitol
Madison, WI 53702

Mr. Hannis Smith
Office of Public Library & Interlibrary Cooperation
805 Capitol Square Building
St. Paul, MN 55101

Mrs. Irene V. Stone
Head, Administrative Legislative Reference Service
California State Library
Sacramento, CA 95809

Mr. Roy Tally
Division for Planning Services
Department of Public Instruction
126 Langdon Street
Madison, WI 53702

Miss Pat Tupper
Librarian
Minnesota Department of Education
Capitol Square, 550 Cedar Street
St. Paul, MN 55101

ADDITIONAL PEOPLE RECEIVING MILLS/TUPPER SURVEY RESULTS

This letter, with attached enclosures, was sent to all respondents and to the following people, on September 11, 1974:

Mr. J. Arnold Bricker
Staff Director
Senate Research Center
State Capitol
Olympia, WA 98504

Mr. Timothy P. Burke
Research Director
House Office of Program Research
State Capitol
Olympia, WA 98504

Mr. Bricker and Mr. Burke did not participate in the survey because of the legislative schedule, but their responses were covered by Mrs. Reynolds.

Mr. Steve Plumb
Director, Legislative Reference Library
State Capitol
St. Paul, MN 55155

Mr. Steve Plumb has replaced Ray Lindquist in the Minnesota Reference Library.

Mr. Richard Cheski
Deputy State Librarian and
Assistant Commissioner
Colorado State Library
1362 Lincoln Street
Denver, CO 80203

Mr. Richard Cheski has replaced James Meeks at the Colorado State Library.

Mr. Kurt Keeley
Acting Director
Colorado State Library
1362 Lincoln Street
Denver, Colorado 80203

Kurt Keeley responded along with Mr. Meeks of the Colorado State Library.

Mr. Ralph D. Turlington
Commissioner of Education
Florida Department of Education
Tallahassee, FL 32304

KSU KANSAS STATE UNIVERSITY

President's Office
Anderson Hall
Manhattan, Kansas 66506

July 25, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite #601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

In response to your invitation to provide testimony prior to the Mountain Plains Regional hearing on September 18, 1974, in Denver, Colorado, I would like to make the following observations.

The library problems in the Mountain Plains Region are similar to those elsewhere in the nation, but we do have problems regarding academic and research libraries which are somewhat unique to the region. Networks and inter-library cooperation are topics which are of major concern to all academic and research libraries in the nation. In the Mountain Plains Region, we have the usual barriers to cooperation plus problems of sparse population, a very large region, and great distances between major research libraries. These factors make effective cooperation both more difficult and more expensive than is the case in most other regions of the United States.

At this time, three particular programs are of great concern to the academic libraries in Kansas. These are: (1) effective support of state-wide cooperation in which the major universities serve largely as a resource for smaller libraries in the state; (2) the establishment if, or expansion of existing, regional resource centers particularly for serials; and (3) the creation of a regional bibliographic and cataloging cooperative.

Within the state of Kansas the inter-library loan network provides effective services for the smaller libraries, particularly the smaller public libraries. This system, which is coordinated through the Kansas State Library, is not sufficiently well-funded to provide significant compensation to those large libraries which are net-lenders. Because of this fact several of the large public libraries have withdrawn from the system and thereby reduced the amount of support that is available to the small public libraries. The academic libraries; particularly Kansas University, Kansas State University, and Wichita State University have remained in the network because of a sense of state-wide responsibility and no doubt will continue to do so regardless of the substantial cost burden upon them. Better financial support for the state network would, however, no doubt encourage the large public libraries to remain within the system or to rejoin and would provide the possibility of adequate compensation to the major academic libraries.

As a major regional resource for materials, there is nothing available except The Center For Research Libraries. Within the limits of its funding, this center is an extremely effective and helpful resource for those institutions in the region that belong to the organization. It would be extremely helpful if funding were made available to turn The Center For Research Libraries into either a national or regional serials bank. It would be even more helpful if The Center For Research Libraries could become a regional center for the Mountain Plains Region for all kinds of materials. While the center is located outside the region, there does not appear to be another institution within the region that could play that role effectively. Should it be thought desirable to establish a regional center in the Mountain Plains area, the most likely basis for such a center would seem to be a center established in association with the Mid-America State Universities Association.

As with the problem above, so also, in the matter of cooperative bibliographic information, cooperative bibliographic data sharing, and cooperative processing, the distances and the lack of any single institution or state with a large population or large resources has prevented effective action. Currently under discussion is the extension of the Ohio College Libraries Center to the Mountain Plains Region through a subsidiary branch in Denver at the Bibliographic Center. This would appear to be the most likely prospect available to extend such cooperative processing and data sharing to the Mountain Plains Region. It would certainly be helpful if this particular project could receive federal financial support. Should this particular project not be established, the provision of support for a similar proposal for this region would be of great importance.

I thank you for the opportunity to provide information for your investigations and stand ready to provide additional information should you deem it desirable.

Sincerely,

James M. McCain
President
Kansas State University

HANNYS MENS WEAR / Vermillion, South Dakota

13 WEST MAIN STREET • TELEPHONE: 605/624-2233 • ZIP CODE: 57069

(1)

701 West 9th
Yankton, S.D. 57078
Aug. 17, 1974

National Comm. on Libraries
1717 K Street
Suite 601
Washington, D.C. 20036

Dear Mr Burkhardt:

I have read carefully the proposal for a national Program for Library and Information Services and endorse wholeheartedly the concept of such a network.

For the past 10 years I have served on the Yankton Municipal Library Board (population 13,000). I have two grown sons and currently operate a Mens Wear Shop. I would be considered a library user and volunteer.

Having this qualified my esprience, I offer the following testimony for your committee.

Your "VAN HEUSEN" Shirt Store

HANNYS MENS WEAR / Vermillion, South Dakota

13 WEST MAIN STREET • TELEPHONE: 605/624-2233 • ZIP CODE: 57069

Funding

First I might say that once the initial network is established on a national scale (which would require federal money) I see the possibility of local cost sharing in a contract type of arrangement

Second I see an analogy between delivering information services and delivering health care services Both must have careful evaluation, excellent quality, speedy access, etc. The field is so diverse that liason must be constant and intense. Much grant money has already been spent in coordinating medical services. Some of this might be worth "tracing" to find out what framework, if any, might be successfully copied.

Your "VAN HEUSEN" Shirt Store

(3)

HANNYS MENS WEAR / Vermillion, South Dakota

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Areas of Concern and Possible Solutions

Promotion

Few people realize what the modern library has to offer or its real potential for service. The "Carnegie" image persists. Only the local library is seen as a resource Local government units lack confidence in the value of the library. Too few people are served. Reader and user surveys offer little practical help as they are now used.

* In service training for library personnel as well for friends of the library could be offered on a regional basis perhaps in conjunction with the State Library. Meeting could be moved around for greater participation

* A model short course for school children (at the proper level) could be developed as a package available to local schools and libraries - a

Your "VAN HEUSEN" Shirt Store

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13 WEST MAIN STREET • TELEPHONE: 605/624-2233 • ZIP CODE: 57069

college and vo-tech level program could be available as well. Segments such as filmstrips, films, records, could be such that they would be program material for clubs or conventions. Distribution would be made through the State Library. Appealing promotional materials are almost impossible to produce at any but the highest level due to cost and technical expertise.

National promotional materials would provide easy local tie-in

* The library should be vigorously promoted among agencies having rehabilitation functions.

* Men should figure prominently in promotional materials. Not enough are in the field as trustees or as professionals (but it's getting better.)

(6)

HANNYS MENS WEAR / Vermillion, South Dakota

13 WEST MAIN STREET • TELEPHONE: 605/624-2233 • ZIP CODE: 57069

Setting Standards

Standards need to reflect quality of collection, appropriateness of media and the library's performance in serving the entire community.

* A national rating system might be acceptable Libraries could request rating rather than have it imposed.

Rating would help our elected officials in determining funding most councilmen, etc. feel a need to justify expenditures by valid guidelines. Rating would help informational agencies relate more realistically to each other. It would also provide incentive to upgrade the poor library or encourage small units to merge.

(6)

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Organization

The restrictive nature of governmental boundaries is a deterrent to developing good library service. "He who uses must pay" is the rule in our community as well as in most, despite efforts to be liberal. County people resent buying a card. School districts do not jibe with city and county lines. This makes contract service difficult.

In some communities the public library would do well to locate in the school with a contract arrangement. All methods of merging ought to be explored and encouraged in the rural areas. Here is where funding is toughest of all. And only national prodding gets cooperation going.

Your "VAN HEUSEN" Shirt Store

(7)

Communication

* Qualified consultants are needed to help find material and to help evaluate material
* Some system of telephone link-up that is not too expensive should be adopted so that libraries could communicate directly with each other. As it is we go through the State Library. It takes too long to get books and articles on inter-library loan. It is also costly.

(8)

HANNYS MENS WEAR / Vermillion, South Dakota

13 WEST MAIN STREET • TELEPHONE: 605/624-2233 • ZIP CODE: 57069

Matching Funds

The top priority in matching funds should be for outreach. Government districts not served could apply for matching funds to get service (contract.) Existing libraries should show they are reaching new populations. Large city libraries might qualify by being resource centers. College libraries could actively seek "resource" status. Grass roots support should result from such an expansion service

Two Way Service

Local libraries should accept the responsibility for collecting and preserving uniquely important materials. They should be willing to be called upon to share such resources and should seek qualified evaluation of such preserved and gathered materials.

Ms. Dwyan Hanenburger

Your "VAN HEUSEN" Shirt Store

A Reply to the NATIONAL COMMISSION on LIBRARIES and INFORMATION SCIENCES Questionaire concerning Mountain Plains Libraries, their Accomplishment and their Problems.

MaryAnna M.Wienbroeer
(Mrs.Ralph T.Wienbroeer)
919 Juniper Avenue
Boulder,Colorado 80302 August 1974

Forewood

The Boulder Public Library staff has suggested that I comment frankly upon any conditions of the library that I felt could be changed for the betterment of service to the patrons of the library or did not need change other than customary growth. I have been a patron of the library for over twenty years and have visited it o n an average of twice weekly with much pleasure and benefit to myself and to my family. Since I regard myself simply as an observer and a grateful recipient of the library services, I prefer not to attempt any in-depth analyses of staff problems and will try instead to explain and praise the work of the Boulder Public Library Staff in a very unusual and chaotic situation that has prevailed in the the institution this summer and will be contuing for several more weeks.

The people of Boulder recently passed a bond issue to build a Children's Library to be connected in an unusual manner by a bridge over Boulder Creek to the Main Library which in turn would be remodeled so as to offer expanded space and services for many activities. The library staff with Miss Marcelee Gralapp, head librarian, her librarians in Special Fields and the fine helping staff of men and women, both full-time and part-time, have kept the library open to serve the public during the entire building period with their usual pleasant and efficient service. The Children's Library under Miss Judy Volc is now open, although not yet finished, and the worst of the noise and confusion in the remodeling of the Main Library is beginning to abate. The book-reading public of Boulder(and that's a large number of people as our population is now estimated at over 70,000) has been greatly benefited by the Library's remaining open this summer during the building activities that are still not ended.

Some answers to particular interest topics at the coming Mountain Plains hearing:

1. Strengths and weaknesses in this region's library services;

As I have said, the Boulder Public Library is being remodeled and expanded to provide a broader range of services and after the building is completed, the staff will continue to add to its present services when the needs arise. At present, they provide these services and many others from time to time:

a. Books for the general public of every category requested and customary to the limits set by their funds and the public demands. In this connection, one person with whom I talked felt that the new buildings, including the branch library where she worked, were fine but that she hoped many more books would be bought now that the buildings were erected as the book supply had never yet met the demands of the population of the newer suburbs. I have been told that this situation has also been felt where libraries have been newly established in Colorado's growing mountain towns and resort areas. One mountain library I have visited is doing a splendid job in meeting demands to the extent of funds available, which include private gifts. Some fields not yet fully developed have been those of inspirational reading, mountain gardening problems (unique for this area of high altitudes), and also classical and similar music records and tapes needed for mountain schools not yet able to meet school library demands. Other fields will surely be indicated as the needs arise.

b. The Boulder Public Library offers to the public: audio-visual aids, weekly (or oftener) showing of classic older movies; home book service to invalids or to older people who are not able to come to the library as often as they once did, provided there is not a younger person in their household who may obtain books for them; art exhibits for local or sometimes Denver artists as well as architectural blue prints and designs, photography shows, these in the north gallery of the library; also crafts and ceramics exhibits in the gallery and in the summer outdoors in the east Mall. Art shows are also held there in the summer. A Xerox machine is available for photocopying for a small fee in the library lobby.

c. Weekly book reviews are given in the Sunday issue of the Boulder Daily Camera on a variety of topics. To date these reviews

have been slanted more toward the unusual books and writers by the several reviewers who have written the column. These reviews have been interesting but I think this might be varied with books of more general interest to the public at least occasionally.

d. A wide range of magazines and periodicals is available for daily reading as well as regional newspapers. These materials may be checked out after new issues are received.

e. On occasion when a a new topic of interest sweeps the country or the literate world,for that matter,such a large number of books concerning it,opportunist,propaganda-based,or genuinely valid, is on the market that librarians must surely find it frustrating at first to choose those worth keeping in the library. However,although a few duds may slip through,it is often surprising how often the public itself helps in weeding them out...by never taking them off the shelves! This is also true,I have noticed,of books written by certain types of writers,who may often be highly appreciated in their own milieu but who for mysterious reasons leave the general reader uninterested and so remain on the shelves for weeks. I am not talking about censorship, which is often not as great a problem as might be thought, but instead the plain fact of whether a book is interesting or worth reading for information. We are fortunate to have our librarians trained in this respect as well as they are constantly watching for books not only interesting to the public but also worth reading for information as well as recreation.

f. The Boulder Public Library offers many other services. In the Children's Library,for instance, is an alcove containing a small TV where children may sit to watch some of their favorite children's programs. The librarians give service to the many students of the public schools seeking information for their classes. Schools needing additional reading material may check out books for intervals during the school year,either through the individual teachers or the school authorities. I could name many other services but will continue to the second question.

2. Inter- a nd Intra-state cooperative efforts.

The Boulder Public Library has joined with more than fifty other libraries in the eight north-central counties of Colorado to provide a Courier Service whereby a book or other materials may be taken out by personal library card of one library in the system and returned if

so wished to any one of the other libraries,from which it will be returned by Courier to the original source. Reference material and films for use in churches,club groups or home use may also be obtained. Some counties and libraries in this group also provide regularly scheduled Bookmobile service.

In this connection, I wish to speak of a Courier Service that I think would be valuable for another group of libraries, that is, the libraries of the various Colorado universities and colleges. There is an intra-library loan system established some time ago for the faculties of the several schools but the needs of students,especially graduate students, would be helped greatly by such a service. I am a graduate of the University of Colorado and also a former CU graduate student and I feel qualified to recommend this service,having had need of it in the past. I spoke of this to one CU Norlin Library librarian who told me that no funds were available for such a project but another talk was with an excutive librarian and we agreed that such a service might not be too impossibly expensive. I feel that it would be of value to many students who count the costs in these days of inflation.

The University of Colorado is located in Boulder and its original charter gave the townspeople of Boulder rights of access to the library,theater productions and many other activities. Recently I have been informed that the Colorado State Legislature has extended the use of these privileges to the people of the entire state. Because of the many facilities offered by Norlin Library at CU to scholars, students,researchers and the general reader,duplication of books available at Norlin is usually unnecessary at the Public Library and its branches unless the demand is great for such volumes in both places.

3. State participation in the National Program.

.... I do not have a broad enough knowledge of how much benefit to the various types of state libraries has been received but I should think that the answer is Yes. I have heard objections voiced to a too-rapid changeover to computers in some areas where individual attention and service is considered of greater value than mechanical aids. However, my information on this topic is hearsay and I am sure other people have much more actual data on it.

4. Tradional library and information services.

In our own library,services of all categories can be rated high and I think this is true of most if not all of the larger north-central

libraries . In locations where smaller libraries are being established, sincere efforts toward building much needed services are being made within the limits of available financing and such libraries will benefit greatly as attention is brought to their needs in order to reach the many book-hungry people now living in the suburbs and mountain towns.

5. Technology

Cable TV is being discussed by our city government and much publicity has been given it by our local newspapers. It seems to be gaining favor in this area. As yet,no definite decisions have been made about it to my knowledge. If it comes,no doubt the libraries will participate in such a program.

6. Continued education programs for people who work in libraries

To my certain knowledge, the Boulder Public Library librarians who hold an executive position or are specialists in specific library fields either hold a degree in Library Science or have taken the required number of hours to qualify them for their positions. Other library workers either have long experience in such work as cataloguing or have taken special courses. Still others are University students doing part-time work while going to school.

In this area the University of Denver offers a degree in library that has been considered of fine quality in its courses for many years. Other colleges also present courses pertaining to library work. I should think that in-service training,such as required by many schools for their teachers,also special workshops,would encourage librarians with long experience to continue their advancement and knowledge of today's library techniques.

7. Service to Indians living on Reservations

The Boulder Public Library has several shelves of recent volumes concerning Indian affairs,Indian history,Indian culture and research material for people interested in advancing Indian welfare. Indian students attend the University of Colorado. Henderson Museum on the campus has exhibits of Indian crafts and artifacts. The Indian peoples of Colorado, the Utes and the Navajos, who still live on reservations live in the southwestern part of our state and I do not have information as to what the colleges and libraries in that area are doing to broaden the field of Indian education. I hope that some authority on Indian affairs will be at the Regional meeting to speak of this situation.

Note: I will be unable to attend the September meeting because of taking medical treatment for a heart condition wihich limits my active

participation in such events at the present time. I feel that I have barely touched upon the topics to be discussed but I hope that some of the things I have said will be of use to those people of the library world who are engaged in such valuable educational work. It has been a privilege to help with such work. If reports of the meeting will be sent to contributors, I should appreciate receiving one of them as soon as they are available.

Sincerely yours,

MaryAnna M. Wienbroeer

MaryAnna M. Wienbroeer
(Mrs. Ralph T. Wienbroeer)
919 Juniper Avenue, Boulder, Colorado 80302

August 12, 1974

847 Park Avenue
Worland, Wyoming 82401
August 13, 1974

Frederick H. Burkhardt, Chairman
National Commission on Libraries
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for your invitation to write a testimony about library services in behalf of the libraries in our area. I feel my qualifications are quite limited to speak on this subject, however, my interest is unlimited. And I have been a trustee of our county library for the past six years and also am serving on the State Advisory Council for Wyoming. I am not sure just what information you want from me, so I will just write thoughts that have occured from local discussions, and since most of my library experience has been on a local level, most of my ideas are local too.

I feel the biggest need for libraries today is to sell themselves to the public who own them. Can we find some way to make the public aware of all the wonderful serviees that are available and waiting for them? And if we can't entice them into our buildings, let/s find some way to bring library services out of the building into the meeting places. Instead of using our funds to hold meetings of experts to talk about non-existent problems - let's use those funds for a Madison Avenue Sell-job.

Continuing education programs for people who work in libraries, I believe is vitally necessary; and these programs should be as practical as possible and some of them geared to the large group of people who work in small libraries and have had no, orlittle, formal library training. Many workshops deal with problems that are completely foreign to the small library and on the other hand I am sure the basics would be a waste of time to people with advanced training. Trustees, too, need continuing education about their place in the library picture.

Perhaps my opinions are too conservative to be of value to your commission, because I am not in favor of spending taypayers' money just because it has been appropriated. When I can see a need for something productive, I will go all out to obtain funds, but I am also willing to return funds that are not needed. And I feel too much money is spent on discussions, meetings and high-rpiced publications that are filled with high-sounding phrases and go unread by most who receive them.

Our county is small and we have only a main library and one branch library and we do not seem to have the problems in library service that convront the large libraries. Minority problems, too, are not a factor. Except for migrant workers who are here for short periods, all nationalities and races are assimilated into one group, so we do not have much need for special provisions.

In our State, I believe library service is excellent and the State Library is eager to help us whenever they are called. The faults, if any, lie with the libraries not using the state facilities enough; and the people not using the wonderful facilities they already have. If we found a way to provide library

service to all citizens in outlying districts and in underprovileged areas - could we make them avail themselves of it?

Yours sincerely,

Virginia W. Hake

Virginia W. Hake
847 Park Avenue
Worland, Wyoming

TO: NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

FROM: MRS. IONE MINISTER, YERINGTON, NEVADA-LYON CO. LIBRARY TRUSTEE

RE: REGIONAL HEARING IN DENVER ON SEP. 18, 1974.

It is a privilege to be asked to submit testimony to the regional hearing in Denver on library plans. In preparation for submitting this testimony, it has been my pleasure to read and study the Annual Report 1972-73 and the Synopsis of a National Program. Prior to reading this material, I had only an inkling of what the commission was doing. It has been very personally profitable and rewarding to examine in depth the reports, especially in view of the fact that there is the possibility that a proposed networking plan could very well tie in the smallest rural library to the largest most sophisticated library anywhere in the U.S. These ideas and thoughts have been very exciting to entertain and to speculate on.

I am a library trustee for a small rural county library which could benefit so greatly from such a plan. The present two rooms in the county courthouse for our library are inadequate to serve even our sparse population. We are in the process of trying to finance a construction project from three sources: namely , county funds, foundation funds, and LSCA grant. So far, no revenue-sharing funds have been allocated our way. The LSCA grant is currently held up in Washington, D.C. for reasons of "Environmental Quality Standards." I sincerely hope the grant may be released soon, as we are prevented from even starting site work until approval comes through.

Our library is participating in an inter-library loan program within the state. The most rudimentary networking system has begun to be established, with hopes for expanding it in the future. I had to smile at the mention of use of a telephone in library service, as we have a branch library located some 50 miles away from the county seat, and open 12 hours a week, and it does not yet have a telephone. However, we are working toward a solution!

Continuing education programs are sorely needed in our state, and I believe the courses and workshops would best be developed on the state level here. Since our university does not offer a course of study leading to a library science degree, this workshop planning would most likely have to come from the library association members themselves. Our help to the local Indian population at this time is severely limited, but hopefully this will change when we build a new library to meet the basic needs of our community.

In reading the Annual Report and Synopsis, there was no mention of seeking help from other organizations, and perhaps I am prematurely anticipating the situation. But whatever happened to women's clubs? Or other service clubs? I have been a member of the General Federation of Women's Clubs for many years, and it seems to me I have heard the quote that more than 80% of all public libraries were begun through the efforts of women's clubs. I think the interest is still there. When the time comes to implement the program of the National Commission on Libraries, ould not the commission take the lead, and welcome additional assistance from women's clubs? GFWC has permanent headquarters in Washington, D.C. , a full-time legislative staff, chairmen of library committees on the national, state and local federation levels.

I did not know that the Library of Congress was not a national library. I believe many other people do not know this. Let's concentrate on this proposal as a first step.

These few thoughts of mine cannot fully express all my ideas concerning a national program. I am not qualified to offer very many solutions to the hurdles that have to be overcome. I can only offer Good Luck and Best Wishes to the Commission in its plan to utilize a national resource of information by instituting a federal program to do for the states what the states cannot do for themselves. It can only make our country stronger than ever.

* * *

I am not a professional librarian familiar with the techniques and technology, and can speak only as a scientist and teacher, an author, editor, and publisher.

Except along the Front Range in Colorado and near Great Salt Lake in Utah, our distinctive problem is that of sparse population and large distances. Although the concept of "one man-one vote" may be suitable politically, distance must also be taken into account in figuring the cost of library services. I am regional editor of the National Association of Geology Teachers and regional director of Friends of Mineralogy (headquartered in the Smithsonian), and most of our sectional problems are due to the great distances in this part of the country. It must cost the Post Office more to deliver a given amount of mail in the Mountain west than in southern New England. I hope that librarians elsewhere are aware of this aspect of the problem when allocating expenditures.

In science and engineering, the perhaps little-known U.S. Geological Survey and Air Force Academy libraries should be recognized among the great assets we have here.

Until recently, geology had perhaps the best bibliographic services of any science---certainly in proportion to the number of its professional workers. The U.S. Geological Survey has been obliged to reduce these services drastically, and the expense of taking them over privately (as by the Geological Society of America) has made them far less available to the individual. It seems to me foolish to abandon successful programs in order to save money, and then to search for new ways to expand the same sort of services. This seems a poor time to cut back on geologic bibliographies when it is pretty much agreed that probably no science has ever made as much progress in one decade as has geology, and that (apart from the technology) practically all lunar science has been geology.

I try to support library work from my personal income. More can doubtless be done by "friends of the libraries," but this is largely a corporate and governmental responsibility (and opportunity).

Richard M. Pearl

Richard M. Pearl

Professor of Geology
Colorado College
Colorado Springs, Colorado 80903

Mr. Chairman, I thank you for this opportunity to present my testimony on the needs of the people to the Commission on Libraries and Information Science. Given the vastness and complexity of situations in this region, I will limit my observations to an urban setting, and more specifically, to the problems of adults entering our Adult Education Tutorial Program.

Our experience with adults from low-income areas over the past ten years indicates that their future success depends upon their ability to articulate, compute, and solve their problmes -- on the ability to use the language, to reason, and to assert themselves as regards the use of our governmental system. For to a large extent, it is their ability to know their way through the system that will earn them better jobs, housing, nutrition, and educational opportunities.

But the manner in which this can happen is contingent in great part on the availability to them of information concerning their needs. It is here that libraries can fill a major role in our communities.

The indicator which libraries utilize to gauge the services offered, or in need of offering, is not clearly apparent to me. But if it is based on use, then the needs of men and women from low-income areas probably suffer because at best they are infrequent visitors to the library. Their use of library services for job information, one of their more pressing needs, is minimal -- probably because they are not aware such service exists. Information dealing with such other problems as housing, nutrition, drug abuse, etc. is also unknown to them. Couples with this situation is that of a language barrier. In Denver County alone an estimated 5,000 people are purely Spanish-speaking and find little in their language available through public libraries.

So, those who currently frequent the library are not the poor or under-educated. I might add that for them reading for enjoyment is like frosting on the cake. It's only after they have coped with the basic requirements of daily living that they can afford the luxury of reading for enjoyment.

Denver County and its environs suffer from problems of another nature. Who would think that infant mortality ranks fairly high on the list of problems? Available statistical evidence finds lack of reading and information with this serious problem. High crime and drop-outs rates figure here as well. Despondency over these serious phenomena accounts for at least some of the suicidal rate in urban areas.

One could prolong the list of tangible needs faced by people from the poverty sectors of our cities, but let us move from these to an intangible phenomenon, the element of time. Put another way, it's the immediacy of assistance which is of great importance. Consider an adult, average age 34, with four dependents and lacking even a basic education which could afford him the tool to seek out the resources he so badly needs to survive. He needs information as quickly as possible and as easily as it can be obtained.

It is this domain of resources and their accessibility which libraries could provide to the poverty sector of our communities. To achieve this end it is suggested that they:

1. Learn the needs of the people at a grass roots level.

   Area meetings of church, community and agency leaders in addition to informal interviews could identify these needs.

2. Learn from the people ways to effectively communicate information on these needs.

3. Learn places to communicate information.

Consider such places as laundro-mats, community stores, bars, etc. Consideration of the transportation problem facing poverty peoples makes this point even more credible. A library needs to be mobile in the inner-city areas. Formidable buildings do not invite the timid.

4. Extend main library services to the community through branch libraries.

   Such libraries could be developed into community resource centers.

5. Make information available through audio-visual techniques.

   For the non-reader this approach is essential.

6. Make information available in Spanish.

   The southwest, in particular, should respect this language difference.

7. Provide books on English-as-a-Second-Language for self-study purposes.

   Many adults are ashamed to admit their deficiency here and would appreciate the accessibility of information which would respect this need.

8. Acquire books and multi-media presentations on Black, Mexican and Indian heritage at different grade levels.

   So many books are written at a level which is difficult for adults who are basic readers. Since the target population for literacy in the United States is 0 - 4, it behooves public and private institutions to respect this need.

Specifically, libraries could better serve the public as a Clearing House of information and resources. Besides the above needs which focus on the poverty sectors, the needs of the general community could be incorporated in a more relevant manner. And, would it not be possible for the library to consider information on current developments (local and national) -- information which could always be up-to-date? This would require a retrieval system for easy accessibility and referral. Such a system would be a real service to a community.

The image of the public library is often one of a semi-sterile body of resources, most of which are considered to be books only. I believe this image can be changed into one of real service when a library reaches out into the community; when it receives input from the community, and when it communicates its capabilities for meeting peoples' real needs to those who are in need.

Sister Cecilia Linenbrink
Adult Education Tutorial Program
Denver, Colorado

Ulysses, Kansas
August 1[illegible], 1974

National Commission on Libraries and Information Science
1717 K Street, N.W. Suite 601
Washington, D. C. 20036

Gentlemen,

Our small town of Ulysses, Kansas, with a population of 4500 is unique in that it is the only town in the county. County population is 6500. We are located 30 miles from the Colorado border and also an equal distance from the Oklahoma border. Our community is without bus or train service. The library is very important to a large number of persons, covering an area of many, many miles.

We feel strongly that personnel training is a priority. It is difficult to entice qualified personnel to staff our county library--too often libraries are forced to hire helpers with no knowledge concerning library work. Until federal funds were cut for the Kansas Library Systems, we did have a very excellent personnel training program. Considerable enthusiasm and interest were shown for this program among the system member libraries.

We also feel trustee education should be considered. Too many trustees are elected, serve their term of 4 years and have little more knowledge of how libraries operate than they had at the beginning of the term--to say nothing of possibilities for services in many fields.

The Southwest Kansas Library System inaugurated a Mail-a-Book service about 18 months ago to serve sparsely settle counties in this area. This has been so successful plans are being made to expand reader interest areas.

Cable television is not available in this area at present. We feel a telephone reference service would be invaluable.

We believe federal aid could be of tremendous help to small libraries, as well as larger institutions, if some more equable means of distribution were chosen. State aid to be paid to Kansas libraries before April 1, 1975 has been apportioned on a per capita basis. Small libraries receive very, very little aid in many instances.

Services to Indians living on the reservations is a must. How discriminating can we be? We have commissions, committees, groups of all kinds planning aid to various groups, why not the Indian? Certainly there must be some of the Indian group who have received enough education to determine in what areas library services could be of most benefit!

Through the efforts of our local library staff, services offered through the library systems including aid to the disadvantaged, MIC, and inter library loan have been used to a great advantage in this area. Enclosed is a copy of services to the disadvantaged in the Ulysses area. These disadvantaged persons are Mexican migrant workers and also migrants who have become permanent residents, as well as persons in the hospital and home for the aged.

Thank you for the opportunity of participating in this area of study,

Sincerely,

Indus Dey

(Mrs.) Indus Dey
Box 465
Ulysses, Kansas 67880

The Jensen Ranch
August 27, 1974

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, Washington D.C. 20036

Dear Mr Burkhardt

I am submitting a paper prior to the Mountain Plains regional hearing in Denver on 18 September, 1974. Since it was impossible for me to get this to you sooner I hope you will consider this testimony although it comes to you late.

My interest is a citizens interest. Perhaps it will be helpful

Sincerely,
Thurman Sandage Jensen
(Mrs. Lowell M. Jensen)

Eastern Pennington County in Western South Dakota. a low density Population Area its present library facilities and its future needs

Norman Jensen

Today I visited with a friend about library facilities in her sons rural school and she said "It is terrible. There are a few books, most have been there for 20 years. Nothing is new, our children are left out of the good life of America"

Since South Dakota is often called the last truly rural state with more people on farms than in the cities, it holds a unique position in our nation. There are 666,257 people here on 77,047 square miles of land. East of the Missouri River it rains more the farms are smaller so most of the population is there. Here in Western South Dakota it is semi-arid. The ranches raise wheat and cattle and are usually quite large. It takes a lot more land to make a living. Vast areas are government land mostly it Sub marginal (Ex Depression) given over to for Grazing. There are many

recreation, national forests, national parks and monuments (Badlands) wind cave and jewel cave as well as Mt Rushmore are national parks, state parks (Bear Butte, Custer Park) take up much of the land Thus we are few indeed to finance the library and information services we need to keep our young people part of the upward intellectual and cultural movement in the country

Since this land can't support more people, we sadly export our young people to other states, we feel that it is tough for them to compete when our basic educational resources are so limited. They do well in spite of our problems for on the plus side, they have learned to work. The discipline that ranch life and nature have put upon them helps in other ways

Also lost our best generation of taxpayers as well, except for the few who take over from fathers. We see them go

This gives you a picture of the area add to this a strip of tourist business along Interstate 90, the fact that the western half of this Delaware sized County holds our second largest city – Rapid City – around 40,000 population nestled on the eastern edge of the Black Hills and the picture is complete.

Do you ask why not a City-County System headed by the Rapid City Public Library? How? A Book mobile? It is 94 miles from Rapid City to Deep Creek School. There aren't many pops along the way. If a book mobile came to Wall at appointed times what rancher could drive 40 miles to meet the book mobile Schedule? It would be very poor service, involve an expensive librarian driver, a book mobile and give little or no service to outlying areas.

As a friend of Public Broadcasting I know that as soon as two more stations

are in operation South Dakota will be covered by public broadcasting a really great cultural uplift. The commercial coverage is spotty according to where one lives. There is no cable T.V in eastern pennington county There is cable in Rapid City.

As to library service, we have no public service. We may order books, films and information from the State library in Pierre but except for teachers, People do not know how to do this. I have asked quite a few promnent well educated people if they ever use the State library or if they know how to use the State library. The answer to this question has always been no.

Our only library at all is the one of the Wall independent School district This district covering a wide area is roughly the size of Rhode Island. One school is 40 miles from Wall another 30. Wall shelters 742 People. The small country

school I mentioned at the beginning of this paper is part of this system. There is no rotation of books and materials through the system except at the instigation and on the initative of the teacher therefore some schools have books and some do not

A consoled school and public system for all rural (under 2000?) school district. Each with a full time qualified librarian is the only viable system I can come up with after long deliberation. Since the schools in South Dakota are consolidated and cover large areas, the central point of the school is most always the shopping center for the area. With the school system the books controlled by the librarian would by fixed rule or law have to rotate on a continuing basis through the schools of the district according to their size. The librarian should probably be directed by a board consisting of the State Librarian and the Supt of Public Instruction or their

Page 6

designated representatives plus a citizen or two with the knowledge to help make decisions.

We need multiple use for cost sharing and need. Ideally the library should be near the school but not on it. Expensive buildings would not be necessary except for the problem of fire. Incentive laws should be set up to allow cost sharing by town, county and school district we need some hard legal thinking on a new law. Our library laws are obsolete. I believe our law providing members approved by certain segments of the population to the state library board to be unconstitutional (member approved by Garden City Women's Clubs + Rotary Clubs like this!)

I know this is a radical departure from current practice but it seems the only answer to me. We need better libraries for our schools. Services for business and technical people as well as recreational use. Ideally the needs of our people are important we have to meet the needs of rural areas more. We have to provide expenses on special education for the physically

page 7

Typed!

Board of Cultural Preservation

Dept of Public Instruction — State Library

School district — Public library service

Combined Public, school libraries in rural areas

School funds — town & County funds

So we turn to you the National Commission on Libraries and Information Science to aid us in educational opportunities for old and young alike, for rural and urban for the benefit of ourselves and our nation

Thurman Jasen
Volunteer Librarian
Wasta Elementary School
Wall, South Dakota 57790

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

From: Mrs. Edna H. Buschow
332 N. Meridian
Valley Center, Kansas 67147

1. Strengths and weaknesses: Financing the basic operations of local libraries is our greatest priority at the present time.

   Public Libraries of south-central Kansas have been able to improve their book-collections, services in films, cassette tapes, talking books, mail a book to rural areas and other research materials over the past ten years and now due to inflation have had to shift to financing.

   There is practically NO revenue sharing to libraries. Cities are spending revenue sharing on their own facilities.

   Inflation is the problem of the library trustees and administrators.

2. Inter and intra-state cooperation: In-State cooperation in Kansas is excellent. Intra-State cooperation involving Kansas is almost nonexistent.

3. State participation in a National program at this time is not high.

4. Traditional Library and information services in the region. Programs are strong in Kansas but can always be improved.

   We have individual libraries below standard, but with the activity of regional library systems and the interlibrary loan system tend to equalize and if the libraries are willing there is a way in Kansas.

   Services assistance by state and national could be to any local where library services are inadequate. This should be one of the first priorities of the National Commission.

   Services assistance by state and national could be to the western part of our state where the population is spread rather thin in areas and financing of libraries not as high a priority on the taxing agency for the area as found in other parts of the state.

   Many libraries will fall in this category and not just in the western part of the state of Kansas.

5. Technology. We have some basic technology for library service extension. This service is being used in south central part of Kansas to some extent. Book catalogs and machine storage of bibliographic information are improvements that we need. Financing is the problem.

6. Continuing education programs for people who work in libraries is an activity in which each region library system is involved in Kansas. Professional-level training among local libraries is not very strong. Here again is financing. Contining professional-level education should be high on our list.

7. Services to Indians living on Reservations. Not at all familiar. Seems to me that basic book-libraries, books to read at all levels, would be one of the first services needed. National could provide the reading books.

   We should as a nation make an effort to collect and preserve our Indian heritage.

Mrs Edna H Buschow

STATE OF NEVADA
DEPARTMENT OF COMMERCE
NYE BUILDING, ROOM 321
201 SOUTH FALL STREET
CARSON CITY, NEVADA 89701
(702) ~~882-7555~~ 885-4250

MIKE O'CALLAGHAN
GOVERNOR

MICHAEL L. MELNER
DIRECTOR

DIVISIONS OF
BANKING
CONSUMER AFFAIRS
FIRE MARSHAL
INSURANCE
REAL ESTATE
SAVINGS AND LOAN

August 12, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

The following written testimony is submitted in response to your letter of 22 July 1974. The testimony is presented from the viewpoint of the undersigned, a state official who uses library services to enhance and ease the regulatory processes.

A continuing problem for states is that federal planners seem to disregard state planning processes. Any program to be established must be established in relationship with state planning priorities. Nevada, which has biennial legislative sessions, is now in the process of planning for the 1975-77 biennium. The effect of programs to be enacted in early 1977 must be established now. Federal planners seem to either disregard or forget state planning processes and state planning priorities when federal programs are created. States, although willing to cooperate and participate, are sometimes forced to overexpend, underexpend, or not expend because their planning processes and time sequences have been ignored.

As to the topics attached to your letter, I would like to comment that existing inter- and intra-state cooperative efforts are strong. Nevada participates with California in joint library programs for certain rural areas. Occasionally the development of these programs is deterred by the cumbersome nature of federal bureaucracy and the untimely release of federal funds. Any proposed national program should be planned so that the cash flow from the federal government is correlated with the ongoing state programs. Current categorical budget constraints hinder development of state plans. However, there is no doubt that state participation in a national program would be of great benefit because of improved services to remote geographical areas and better utilization of finances for providing the services.

An additional problem that should be recognized in providing delivery of library and information services in large geographical areas is the unwillingness of the school establishment to develop statewide programs because of the autonomy of local school districts. Consideration should be given to opening new working relationships with local school districts.

Continuing education programs are greatly needed, but courses and workshops should be developed at the local or state level to better meet the needs of rural community libraries. Urban librarians generally have more education and greater

educational opportunities. Additionally, continuing education programs developed without consideration for local needs create programs that grow away from the communities served and serve interests that already have existing programs.

I am happy to have had the opportunity to present this testimony and would be glad at some future date to comment on other issues facing the National Commission on Libraries and Information Science.

Sincerely,

Michael L. Melner
Director

MLM/jk
cc: Joe Anderson

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PROPOSALS FOR LIBRARY DEVELOPMENT IN KANSAS

The members of the National Commission on Libraries and Information Science are to be commended for their untiring efforts to gain the truth by listening to thousands representing different library interests. The state administration believes that a program as presented by the Commission in the Gold Book, the second draft, would benefit Kansas greatly.

All libraries are challenged financially to maintain even current levels of service today. Citizens and governing bodies are questioning duplication of services and resources in all areas of public service and government. The publication explosion, the higher educational level of citizens and the long recognition of the inadequacies of the libraries of Kansas as independent units, challenges us to cooperatively improve this condition, not for the sake of libraries but for the sake of people.

Kansas librarians believe the first thing that must be done is to build a strong and firm foundation of intra-regional, intra-state loan and cooperative systems.

Library officials and employees have struggled for many years to develop a plan for improvement of library services. Records of the Kansas Library Association indicate that efforts were made as early as 1934. In 1964, a plan for the development of regional systems of cooperating libraries was proposed and supported and in 1965, the Legislature provided for systems.

The implementation of this plan brought a new level of quality to Kansas public libraries and created an awareness at local, state, and regional levels of the need for cooperative efforts that would lead to futher improvements.

Beginning in 1968, various groups and organizations have given attention to studying the current needs of Kansas libraries: the statutory base of our libraries, the inter-relations among the various types of libraries, the role of library agencies at the state level, the role of public library trustees, the State Library Advisory Commission, and the Kansas Library Association.

Any proposal for improvements must be based on the current library picture in the state, what we have and what is needed; it will include all types of libraries.

There are 1,487 identified libraries in Kansas; this figure includes public, school, academic, institutional, and special libraries. All of these are inter-related and act to support or assist one another without formal design or plan. Some services are duplicated while others that are needed, do not exist. Roles of these libraries often overlap or are not clearly identified. The majority does not have adequate print and other media materials to meet the needs of their users, sufficient numbers of qualified staff, adequate physical facilities, or adequate revenue to

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operate effectively.

Public libraries by quantitative standards are short by 636,439 volumes. Only 25 or so are administered by trained librarians. 195 of these operate in buildings with inadequate useable square footage and only one meets the nationally suggested per capita support. They operate under 13 different state levy statutes. Their support comes from ad valorem taxes and they have authority to levy at different levels ranging from ½ to 3 mills; larger units generally are unable to levy at as high a level as smaller units.

The Role of the Public Library

We have learned from our scattered attempts at interlibrary cooperation that the results of improved and expanded library services can be dramatic. The fact that an isolated patron in any small, rural community can request, and usually receive within three days, the loan of a book from any of the state's major libraries is a dramatic improvement over the time consuming interlibrary loan methods of the past.

The fact that groups of libraries in various areas of the state are banding together in order to make possible and to encourage centralized services is an exciting development toward improved economy and efficiency of operation.

But what is significant, and in this respect even dramatic to persons familiar with library operations, is too subtle to be appreciated by the private citizen. It requires an informed library trustee or a librarian to fully appreciate the complex organizational structure necessary to support these kinds of improved library services.

This comprehensive plan, to be presented before the National Commission on Libraries and Information Science, insofar as it directly affects public libraries is simply a well-defined statement of service responsibilities with identification of the organization and financing necessary to fulfill these responsibilities. A primary consideration while formulating this plan has been to show how to achieve the desired objectives and still maintain the local community's independence of library administration. A second important consideration has been to identify the urban library's role in relationship to the comprehensive plan, to provide financing to allow these libraries to fill this role and at the same time avoid any possible sacrifice in that library's responsibility to the immediately surrounding urban area. A third consideration has been to insure that improved library services will be available to rural areas of the state.

In order to insure that all citizens, regardless of status, have responsive attention given to their library needs, we are proposing that a community structure of library service be organized in each community which assigns specific responsibility for the various segments of the population. This structure is actually just a formalization of the service patterns that the various libraries in the community have exhibited in the past.

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In order for any partnership to be successful, the individual institutions involved must carefully work out their place within the cooperative framework and in this way effectively achieve agreed-upon objectives. Each library within the community will have specific responsibilities which it must fulfill.

It is proposed that under a plan for total library service in Kansas, the responsibilities of the public library are, first, to meet the library service needs of adults in the community. This responsibility, properly accepted, will expand into a fully developed continuing adult education program with active public relations.

The second responsibility of the public library will be to meet the library service needs of pre-school children. Again, a dynamic program of activities and promotion will be incumbent in an effective program.

The third line of responsibility of the public library will be, to the extent that funds permit, to meet the recreational reading needs of elementary and secondary school-aged persons.

The fourth, and very important responsibility of public libraries will be to actively fulfill the obligation to act as a resource center to assist other types of libraries in that particular community under formal cooperative agreements between the governing bodies of these libraries and, when called upon, to assist other libraries throughout the state. One library within the community will serve as a clearinghouse for this function.

When this concept of public library service is employed within a community network of libraries and when this community assists in a reciprocal role with other community library networks throughout the state, a comprehensive pattern of library service begins to appear.

The Role of the School Media Center

The school library media center has a role which is uniquely its own. This new concept is more than a library with a few filmstrips, a couple of previewers, a few dozen discs and tapes with recorders and playback units to use them. The library media center, properly conceived, is equal in importance to the classroom as a center of learning. Students and teachers move easily in and out of its listening and viewing areas, its browsing room, its conference room, its main reading room and book collection, and its media production area. Without the media center and its well-trained staff, such modern teaching techniques as individualized instruction, programmed learning, team teaching, and modular scheduling are doomed to failure.

Since the advent of the Elementary and Secondary Education Act of 1965, school libraries have improved remarkably. Prior to this time, good elementary school libraries were scarce, junior high libraries were developing slowly, high school libraries were the most common but were inadequate in most areas of the state. School library coordinators were practically

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unknown and the first state library consultant in the history of the State Department of Education had only a year of experience in that position.

The library and audio-visual expenditures from state and local funds for elementary and secondary schools was $3,561,769 for fiscal year 1973. The total expenditures for 1974 are not available at this writing. The 1,450 elementary schools had 698 libraries with only 168 attendance centers of 150 or more students still being served from room collections alone. In the 310 school districts with a student body of approximately 493,226, there were 132 junior high and 421 high school libraries. There were few inter-relationships between the libraries of a school district and only one formal arrangement for cooperation with other types of libraries.

These problems have occurred because school administrators frequently have placed the library at a low priority in the budget. Courses of study are initiated and faculty assignments are made for which no provision has been made in media center collections. Often faculty members have directed students to other libraries, thus bypassing school resources and services designed to support the curriculum. These are factors which have made it difficult for the school media center to assume its priority roles of meeting curricular needs of students and the professional needs of the faculty for media and book service and of cooperating with other libraries of the community under formalized agreements for assisting them in meeting the needs of students and teachers.

It is proposed that school districts, in order to become a part of the state plan for total library service, must appoint a librarian or media specialist responsible for the coordination of interlibrary loan between the district's libraries and the systems; and that such an appointee be responsible for implementing the sharing of resources among the attendance centers of the district prior to seeking assistance outside of the district. How might this work? A district with perhaps two high school libraries, three junior high school libraries, and six elementary libraries under the direction of a media coordinator and, perhaps with centralized processing services purchased from the library system; would organize to search its own collections first. If the materials were not located, the appointee would contact other community libraries under formal agreement to provide this service, these nonschool libraries would in turn seek assistance from the regional system center. If the materials were still not located, the regional system would transmit the request to the state interlibrary loan network. Similar procedures would take the request on to national resource centers and interlibrary networks of other states until the material was located. The size of the collection available to the individual user begins to stagger the imagination. Such planned cooperation should leave few requests unfilled. As Margaret Sheviak, Associate Professor, Graduate Library School, Indiana University, says: "With the explosion of knowledge and the growing need for specialization, no one library or media center will be able to, nor perhaps should supply all the educational and recreational materials and the specialists required to aid in the use of such materials. It is becoming imperative that ways

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be found to bridge the barriers which exist between types of libraries, to deal with the governmental, financial, and organizational boundaries which hold back cooperation, and to make full use of all the developing means of communication which a growing technology is giving us."

The Roles of Libraries of Institutions of High Education

No library can or should expect to maintain full library service to its users without cooperation of one type or another from other libraries within its area. The shortage of funds and spiraling costs are increasingly making plans for cooperation among libraries mandatory. Good library service, to which we Kansans are accustomed, can no longer be taken for granted without a workable state cooperative plan. The signs of the times are upon us; it is imperative that university, school, institutional, state, special, and public libraries join forces to preserve and continue to expand what we already recognize as a beneficial service. Because of enormous changes on our campuses and in our society, our patrons look to the libraries for information and inexhaustible resources. Through library cooperation, the state, school, academic, and public libraries alike will be prepared for this responsibility.

The libraries of Kansas academic institutions at the high educational level comprise a vast composite resource for the state. However, there exists inadequacies in these college and university libraries which need to be met in order to support the college and university curriculums and research functions; and it could be possible, through a cooperative plan with other libraries in the state library system and at the national level to have these inadequacies met. However, it would be necessary for a financial arrangement to be devised which would act to compensate and insure mutual participation.

Recent to the scene has been the development of 18 community junior colleges; in addition to these, there are 17 private colleges and universities, four state supported colleges and two state universities. These libraries collectively house a total working collection of over four million cataloged volumes. Many of these college and university libraries long ago developed cooperative inter-relationships for meeting the study and research needs of their faculties and students. This is their primary function. Interlibrary loan arrangements, cooperate resource development projects and other ventures are common today among our Kansas higher educational institutions. Some have already begun cooperating under informal agreements with public libraries; a few of these are KU, KSU, Pittsburg State College, and a half a dozen or more junior colleges dotting counties throughout our state. Such cooperation is primarily in the field of interlibrary loans; however, some have joined with their public library counterparts in the formation of a regional union catalog. In southwest Kansas, five public school libraries, one junior college, one four-year college and 14 public libraries under the direction and in cooperation with the Southwest Kansas Regional Library System, are engaged in developing union catalogs to assist in meeting cooperatively the needs of their patronage. The Southeast Kansas Library

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System has a longer-lived program involving a state college, six junior colleges, five public libraries, and a regional system involved in inter-library loan--a rapid communication network--reference assistance and other projects. This cooperation has tended to make each member successful in meeting patron needs.

For Kansas library service to develop beyond its current level, it will be necessary to extend and expand such cooperation statewide--community by community and region by region. Currently we are witnessing cooperation through undefined and very informal channels; but this does illustrate that cooperation is possible and can be very fruitful. If we could project these two examples into a workable exchange of participation, the current Kansas regional library systems' boundaries would provide a convenient division of Kansas, as every Kansas region has at least one junior college and/or a four-year public college or university.

The proposed role of the libraries of institutions of higher education is similar to the proposal for school libraries. This is to meet the curricular needs of our student bodies and the research needs of faculty and graduate students. Academic libraries then, within a cooperative plan, can assist and receive assistance from other libraries of the assigned system in meeting patron requirements. They can also participate, when appropriate, in total regional networks of service which will act to compliment resources and services of the State.

There are some serious obstacles to bringing academic libraries into systems as resource centers. No academic library can afford to loan material which is regularly used by its own students and faculty. Regulations concerning access to these resource centers should be developed in each system; this will require that screening take place at the parent library and at each intermediate level. Academic libraries participating in systems under this plan should discourage use by the general public and students; however, these college and university libraries under a well-designed plan should act as regional resources to the other types of libraries within the region. The control of materials and the user are both of importance, particularly with respect to special collections. All requests should be channeled through parent lending libraries rather than coming to the college or university library directly from the patronage for which other types of libraries have responsibility. And so we have presented here the framework within which the academic library can function and increase library services to all levels of library needs.

Role for Kansas Regional Systems of Cooperating Libraries

After much dedicated and hard work by Mr. LeRoy Fox, the State Librarian, and many dedicated librarians and trustees, the regional libraries became a reality in 1965. In January 1969, all of Kansas seven regional systems of cooperating libraries began operating as subdivisions of the state. The services and levels of funding of these systems have been directed to public libraries. The role of systems has often been as vaguely defined as that of the role of local public libraries. Variances in the levels of funding

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between systems has caused a failure in equalizing opportunity for service by local member libraries. Systems have had few formal relationships with other than public libraries. Libraries located in counties from which no revenue is generated for systems by tax have been difficult to serve. No doubt a large percentage of the use of systems has been to the patronage of school and academic libraries gaining access through local public libraries. The system has, in effect and without formal design, been required to be responsible for supplementary service for the patronage of all types of libraries. This responsiveness to an evident need but under financial handicaps can be improved through the re-structuring of centralized service and/or Kansas regional network services by carefully devising plans whereby the patronage of all types of libraries may be served directly in his local library, school, college, university, public, or institutional library.

Under state statute, membership in systems is provided for almost all types of libraries except law. This plan suggests programs and methods for funding which would provide for the full implementation of the systems' law. Under the plan, it is proposed that the role of Kansas regional systems of cooperating libraries is to provide supplementary services for all types of libraries within their boundaries. Systems should be restructured to provide the organizational and administrative framework for the operation of networks of library services which act to complement local resources and for those services which may be performed more effectively or economically for libraries of all types.

It is recommended that such administrative and organizational works as may be required to serve all types of libraries be financed by combination of local, state, and federal funds.

The plan would not affect the present role of Kansas regional system boards which consist of representatives of public libraries nor the funds they administer under plans approved by the State Library Advisory Commission.

It is proposed that programs of service sponsored and financed by a combination of state and federal funds, be administered by a state level library board. Under the plan, Kansas regional systems of cooperating libraries will organize and design plans for Kansas regional systems using urban public libraries and major school, college, and university libraries for the extension of services. Each system will organize a planning committee representative of all types of libraries for the planning of Kansas regional services to be submitted to the state governing body for consideration. These plans may include, but need not be limited to, the statewide services proposed under the plan and Kansas regional services which are financed by the state and federal government. The state governing body will comply with federal rules and regulations and will have final authority for administration of programs.

Under this proposal, systems would operate intra-system interlibrary loan networks, assist with the development of resource centers to support

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such networks, supplement local level reference and research, act as the point of access for local libraries of all types for intra-state and inter-state services, provide consultant services to all types of libraries, and finally, be responsible for leadership and coordination necessary to library development in the Kansas region.

The Role of the State Library

The devising of roles for libraries as presented leaves one gap undefined. The question is, who or what will cause all this cooperation and all of these services to work? The answer is, all of us: citizens, trustees, and even librarians. But who or what can take the responsibility for coordinating and implementing the development of these proposals?

Leadership must occur at all levels: federal, state, and local. At the state level, existing agencies and organizations such as the Kansas Library Association, the Kansas Association of School Libraries, the State Library Advisory Commission, Regional System Boards, Kansas Academic Council, the organization of school library coordinators, the Kansas Council of Library System Trustees and its counterpart--the Kansas Council of System Librarians, the state interlibrary loan committee, the Department of Education, the boards of regents, the State Library, and other organizations and institutions would be involved. They can contribute the leadership and professional know-how for the implementation of proposals.

Andregg Neilesen almost 20 years ago and, more recently, Dr. Robert Foster, charged the state library with responsibilities for research, planning, leadership, coordination and development for improving library service. It is proposed that the extension role of the State Library is to administrate programs financed by the state and federal government, conduct research and planning for improved services and new programs, evaluate existing programs, and provide an organizational structure for a framework of state services through cooperative efforts of all types of libraries in Kansas. This agency must act to draw together the various leaderships to cause a consensual, designed approach to total library service which will provide channels of access for all citizens to the best our libraries have to offer. Doctor Foster's justification for his suggestion was that no other library agency in the state has statewide scope and responsibility under law for this. At present, the State Library Commission under law is charged with the responsibility for being "interested in the development of all types of libraries." The Commission further is empowered at the state level for the administration of state and federal funds for regional systems of cooperating libraries which charges responsibility for the development and improvement of services. The state agency it governs, the State Library, is charged by statute with the extension of library service in the development of libraries throughout the state. To do this, the agency must staff for the purpose of meeting this charge for implementation of this plan, and it must act as the liaison for the coordination of library development at all levels of leadership.

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Proposed State Services

The relationships as proposed between all types of Kansas libraries to regional systems, and further library relationships with the State Library imply a number of state-wide services which cut across geographic lines and unify types of libraries into service systems.

State services proposed cover eight areas:

Personnel Training
Interlibrary Loan
Union Catalogs
Reference Services
Media Production
Adult Education
Resource Development
Public Relations

It is proposed that the above services containing activities leading to the success or failure of inter-state cooperative programs be partially federally funded.

All of these services have been carefully considered and in some cases are in operation. Some have been demonstrated while some are the result of surveys and studies.

The Kansas Informational Circuit, originally federally funded in 1965, has grown from six public libraries serving all public libraries directly to a complex network of seven intra-system loan circuits interfaced with six public libraries and two university libraries.

The services have increased fourfold since 1965. The number of participating libraries has increased three times. Funds are needed to support the increase in use, to allow for the increase in library membership in the state-wide circuit, and to expand to other states. Federal funds are no longer adequate to the massive need of this service.

It is proposed that the circuit be expanded to include all libraries regardless of type, and that adequate funding be obtained to support this circuit.

Resources in collections of the larger libraries have been sorely taxed by the increase of local usage and interlibrary usage developed through the Kansas Information Circuit. An expanded interlibrary loan service will place additional burdens on these libraries.

It is proposed that urban libraries receive direct aid for collection development based on per capita formula. It is further proposed that university and school libraries serving as resource collections be supported with direct grants for collections, personnel, and technology necessary to

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give adequate intra- and inter-state services.

Reference service is now limited to a regional or local effort. In order to provide equal access to research and information services, it is proposed that a state level reference service be designated and supported at one of the state's strongest libraries.

Union catalog services for Kansas do not exist. Several system union catalogs are in process.

In order to facilitate orderly efficient interlibrary loans, a union catalog of major collections is essential. A study has been completed which proves the feasability of such a tool. It is proposed that a union catalog in automated form utilizing computers be established listing the holdings of major libraries in Kansas and that this be funded by federal funds and administered by the State Library. In addition, there should be one federal computer operation centrally located in the United States designed for the purposes of instructing librarians in the use of computers.

Media

A state supported media center for 16mm films has been established at Wichita Public Library supported by LSCA funds. This center is limited to 16mm films and is not adequately funded. It has demonstrated a need.

It is proposed that a full media production center with consultive services be established in Wichita encompassing all appropriate media utilizing the existing strengths of Wichita Public Library and Wichita School System, this should involve federal and state fundings and be administered by the State Library.

Adult basic education has been operated under LSCA demonstrations in some systems.

Success at a local level indicates that it is feasible to project this program on a state-wide basis. The efforts of local schools, colleges, and universities need to be correlated and the informational resources of the public library need to be brought to bear in a total state program. It is proposed that the State Library administer a statewide program in adult basic education in public libraries and that it be funded by the state.

A personnel training demonstration and a state plan involving the State Library and the local public libraries has been adopted. This LSCA funded project has one year to run---plans should be formulated to provide for a state-funded program administered by the State Library in cooperation with the Kansas regional systems and the state's school of librarianship.

Public relations has not kept pace with rapid library development in Kansas. Vast sections of our population are not aware of the programs offered. It is proposed that a state-funded program be developed to inform

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all Kansans of the opportunities offered by library service in our state.

These eight programs are not indigenous to one local library or to one region, but apply to the total state; hence, they must be funded by a combination of federal and state funds and be administered by the state.

Proposals for Finance, Government and Organization

Consideration for financing the proposals have included evaluation of current public library taxing districts' potential for interdependent adequacy; study of school libraries in a similar manner from limited, available data; consideration of a desire to preserve local autonomy of existing library governmental units; consideration of the needs of expanding population in urban areas; recognition of the need to supplement the resources of all types of our libraries; the study of suggested co-operative services and an organizational framework for them; consideration of financial inequities and inequities in financial resources for library development at local and regional levels; numerous other factors relevant to planning and evaluation; and the need for all libraries to join together to meet the public's need for good library service.

The proposal assumes:

1. A universal need for access to both intra-state and inter-state cooperative services which act to bridge the individual limitations of all types of libraries;

2. A universal need for the proposed state and Kansas regional services;

3. That local libraries of all types must be responsible at the local level for providing basic services to their patronage;

4. That the patronage of any of these libraries should have the right for access to the majority of the library resources under prescribed channels of access;

5. That no proposal would gain wide acceptance which does not, for the most part, maintain existing organizational structures and incorporate them into the framework of a plan;

6. That all libraries supported by ad valorem taxes have little recourse for going beyond present limitations;

7. That no library should benefit under the proposal which is not making local effort within statutory limits; or in the case of school libraries, meeting accreditation standards;

8. That no funds under the proposal should result in the reduction of local financial effort; and

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9. That no library should benefit under the proposal unless it is willing to cooperate with other libraries at local, regional, state, and national levels.

To finance the proposal it is suggested that a combination of state and federal funds be appropriated to:

1. Finance those segments of cooperative efforts leading to interstate cooperation activities;

2. Provide financial assistance to urban public libraries for resources;

3. Finance those functions of Kansas regional systems which act to supplement services of all types of libraries in the respective regions.

No proposal can ever be considered complete; however, suggestions for statewide or state level services have been:

1. A state interlibrary loan network to supplement similar Kansas regional networks;

2. The creation of resource centers in major libraries to support the network;

3. A state reference assistance network;

4. Personnel training for library employees;

5. Cataloging for all types of libraries needing same;

6. Union catalogs of major resources necessary to effective utilization of these statewide;

7. Media resources;

8. A program specialist to cause the development of supportive programs in adult education and early childhood education in libraries;

9. A publicity or public relations specialist who will act to apprize citizens of services available;

10. Program coordinators as necessary to develop and coordinate these; and

11. Involvement in multi-state interlibrary loan and cooperation programs.

Under this proposal, it is suggested that regional systems be financially strengthened by the combination of state and federal funds to provide these regional services. These costs cannot be accurately projected until regional advisory committees are established and have reported on needs; and priorities

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must be formulated at the state level. It is also suggested or indicated certain priorities by way of their suggestions for services.

A few which come readily to mind are:

SYSTEMS:

Intra-system interlibrary loan networks;
Intra-system reference networks;
Cataloging & Processing, Centralized Acquisitions;
Consultant Services;
Union Catalogs or other union tools;
Bibliographic Services;
Coordination of Access to State Level Services;
Rapid Communications Systems;
Workshops;
Services to Blind and Handicapped;
Regional Program Specialist;
Mobile and Direct Service to Geographically Disadvantaged;
Inter-state interlibrary loan & cooperation networks;

Urban public libraries are to be strengthened to meet expanding population's needs and for serving as extension cetners for resources in regions. It is proposed that these urban centers be funded by the State for these purposes subject to terms and conditions stated. Kansas has 33 such communities with a population of 10,000 or more.

PROPOSED: Grants at $1.50 per capita be provided by the state and federal government for implementing those services leading to inter-state cooperative efforts; subject to the following conditions:

1. Public library districts taxing less than 80% of the full statutory limits will not be eligible;

2. Grants must be used for purchase of library materials;

3. Such library must be agreeable to extending loan of resources through intra-system, intra-state or inter-state networks for which costs for such loaning will be paid with state and federal funds.

Total costs cannot be estimated for all of the programs proposed until they have undergone further study at regional and state level.

The question remains, how do we get started? Also, we must give attention to how the proposals fit into the framework of government and organization.

At the state level, it is proposed that programs must be administered by a designated body of the state. We suggest the appropriate body is a

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state library commission. This commission would come into being by minor revision of the existing statute for the State Library Advisory Commission; it would be responsible for the direct administration of funds distributed under contract or grant to the State Library, urban libraries, regional systems and any other libraries eligible for funds. The State Commission would employ the state librarian with the approval of the governor, govern the development of the suggested state programs; approve plans for Kansas regional and local development and establish priorities for library development in the State.

It is recommended that the State Commission would contract to share the services of existing directors of Kansas regional systems of cooperating libraries for the administration of Kansas regional programs. The Kansas regional directors would be responsible for forming Kansas Regional System Planning Committees representative of all types of libraries for the development of Kansas regional plans for implementing proposed programs. Such directors would continue to administer these programs when they become operational.

Each community, in order for its libraries to be eligible for services under the proposal, would cause the establishment of a Community or Area Planning Committee consisting of representatives from the governing bodies of the communities' libraries to formulate policies for cooperatively meeting the needs of citizens of the community. Boards of these would be required to formally adopt policies relative to the roles of their respective library and its inter-relationships with other libraries of the community. The State Commission would review such policies with a view of determining eligibility under the programs. The libraries of each community would cause a network of services which would assure that the communities' libraries would be responsive to the total citizenry's needs for service, avoid duplication of efforts and cause a coordinated library service.

Summary

In 1968, Dr. Harold Goldstein in his study of Kansas libraries said, "It is recommended that the state librarian cooperate with the Department of Education and encourage the development of a plan for school library networks; additionally the state librarian should cooperate with higher education libraries to establish formal academic network libraries."

In another instance, Doctor Goldstein said, "Liaison must be established between the bodies of regions and administrative officers of academic institutions."

Other studies such as S. Janice Kee's (1966), The Center for Urban Studies in 1968, the Neilesen study in the early 1950's and a Legislative Report which preceded regional system development unanimously, and with some uniformity, recommended and charged the state library to develop comprehensive plans for library development in Kansas. Without exceptions, these requirements pursued cooperative efforts to better utilize existing resources. Doctor Robert Foster in his study said, "The present cooperative development among libraries presage dynamic future changes." Later he said,

"Even assuming that each school, public, academic or special library could finance all the materials it wished or it might ever have need, and could, also finance an adequate library staff, it is obvious that there would simply not be enough trained librarians to fill all the demands; equally obvious, Kansas libraries are not in such a fortunate financial position. What is needed, then, is a concentration upon areas which may prove most fruitful for a better utilization of libraries and librarians."

The proposals today have centered attention on the better utilization of our libraries and librarians through the defining of roles of these, and suggestions for cooperatively developing new services and expanding existing ones through the utilization of all types of libraries. Prerequisite for good service will be cooperation in each community in each region and cooperation within the framework of the proposed state service. If any one of the libraries fail to fulfill its role, its patronage and the patronage of other libraries will suffer.

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KANSAS REGIONAL MEDICAL PROGRAM

Inter-Regional Cooperation with Colorado, South Dakota, Utah, Missouri, Nebraska, Wyoming. The National Library of Medicine serves as a back-up for the Medical Library Program

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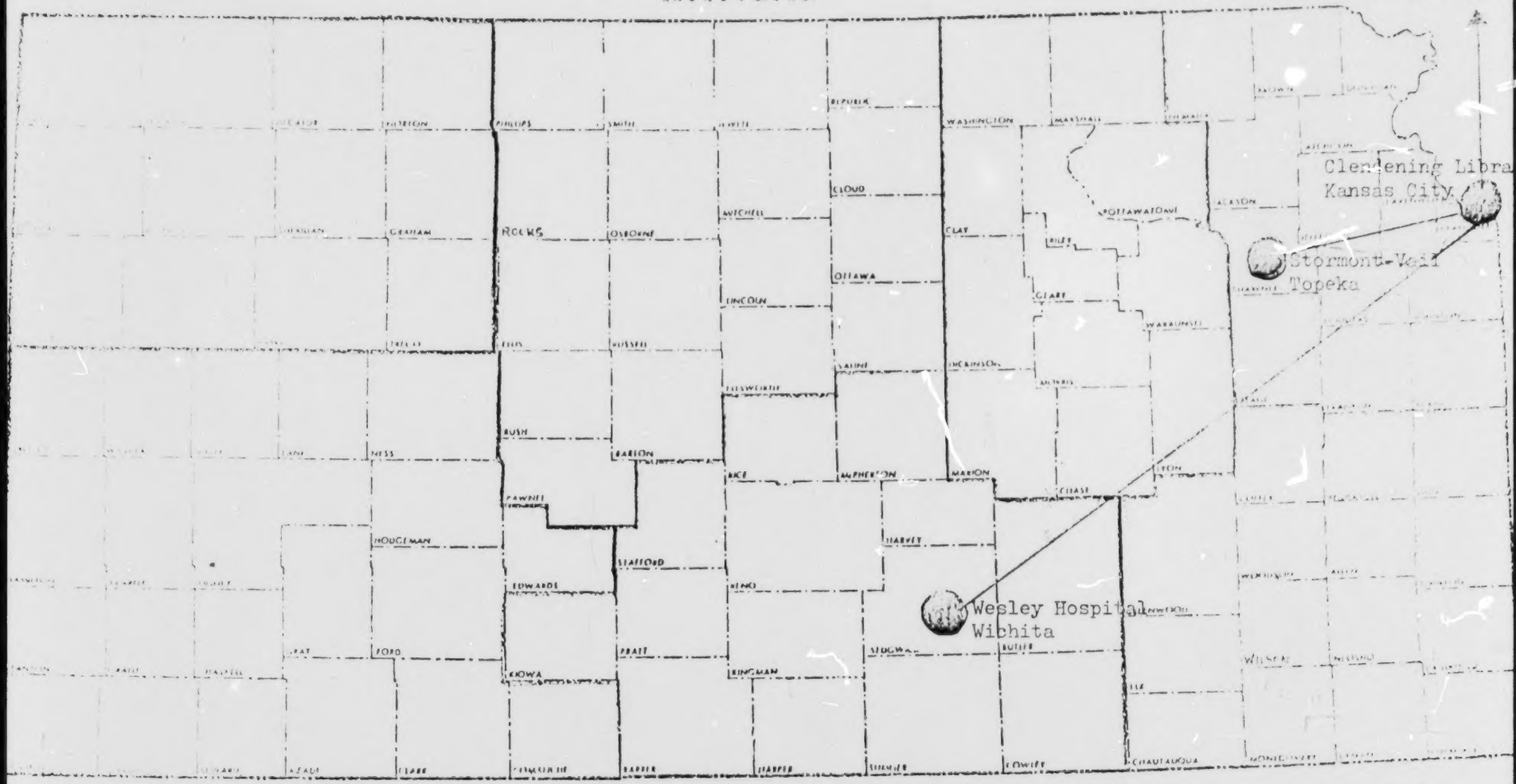

The Resource Library for Bio-Medical sources in the State of Kansas is the Clendening Library in Kansas City. Stormont-Vail Hospital Library in Topeka and Wesley Hospital in Wichita serve as Information and Request Centers. Any citizen may obtain bio-medical resources by requesting them through a local hospital library or health service center. Toll free service is available to libraries by dialing 800-332-4193.

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ASSOCIATED COLLEGES OF CENTRAL KANSAS INTERLIBRARY LOAN NETWORK

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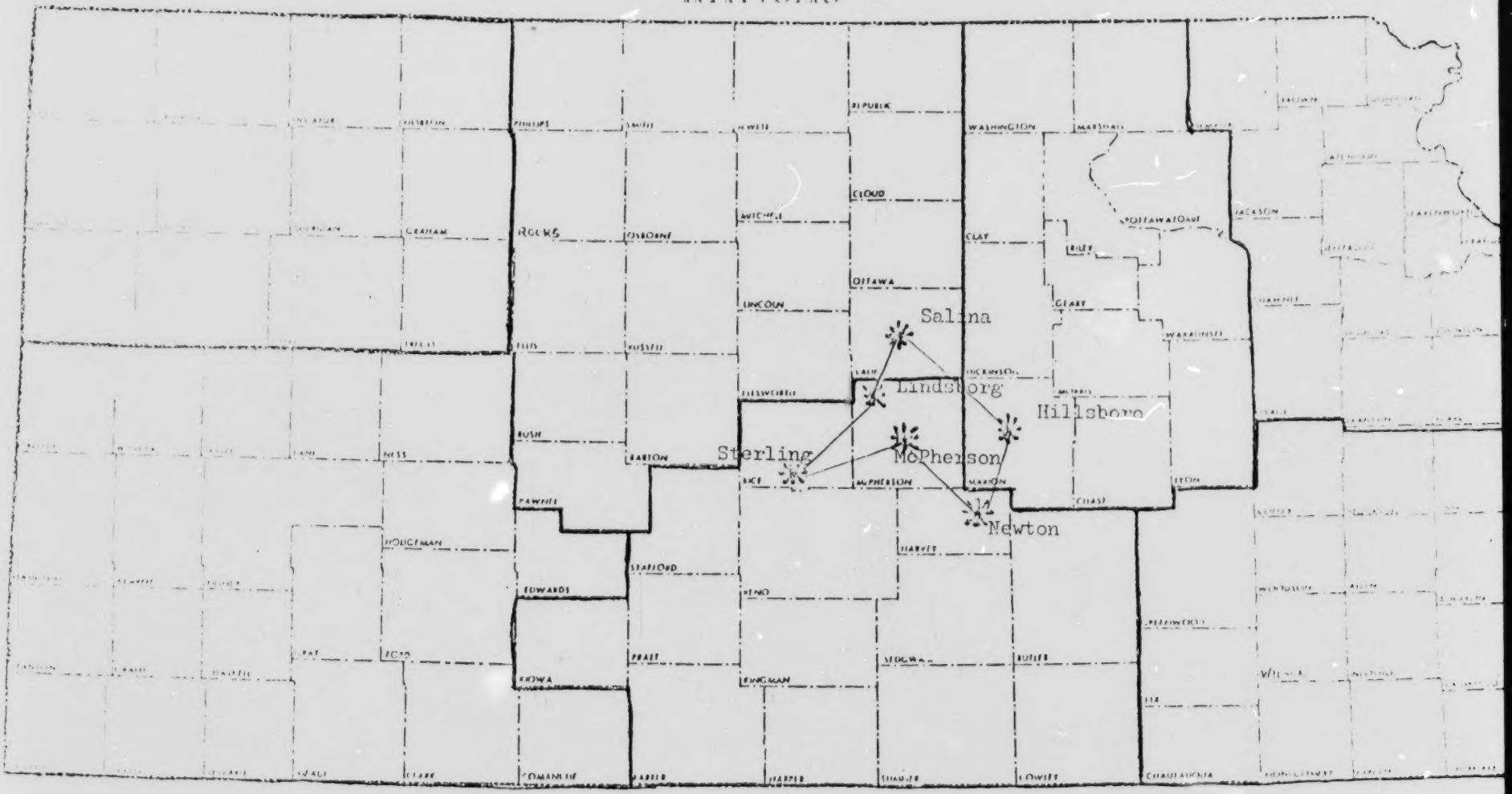

The six midwestern church-related colleges comprising the Associated Colleges of Central Kansas are

Kansas Wesleyan University, Salina
Sterling College, Sterling
Bethel College, North Newton

McPherson College, McPherson
Bethany College, Lindsborg
Tabor College, Hillsboro

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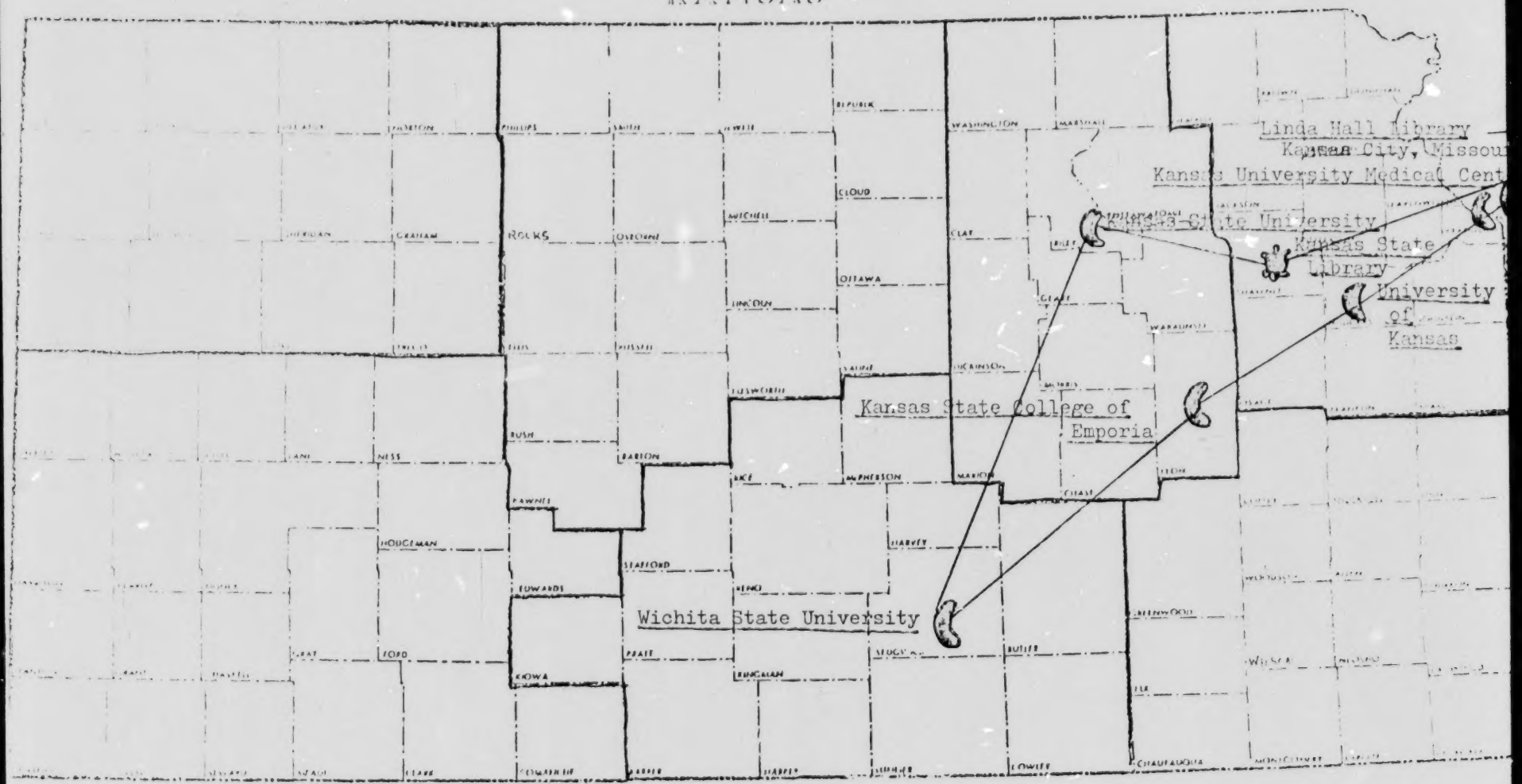
KANSAS ACADEMIC LIBRARY INTERLIBRARY LOAN NETWORK



The seven libraries comprising the Academic Interlibrary Loan Network are

Linda Hall Library, Kansas City, Missouri
Kansas State University, Manhattan
Kansas State College of Emporia, Emporia
Kansas State Library, Topeka
Kansas University Medical Center, Kansas City
Kansas University, Lawrence
Wichita State University, Wichita

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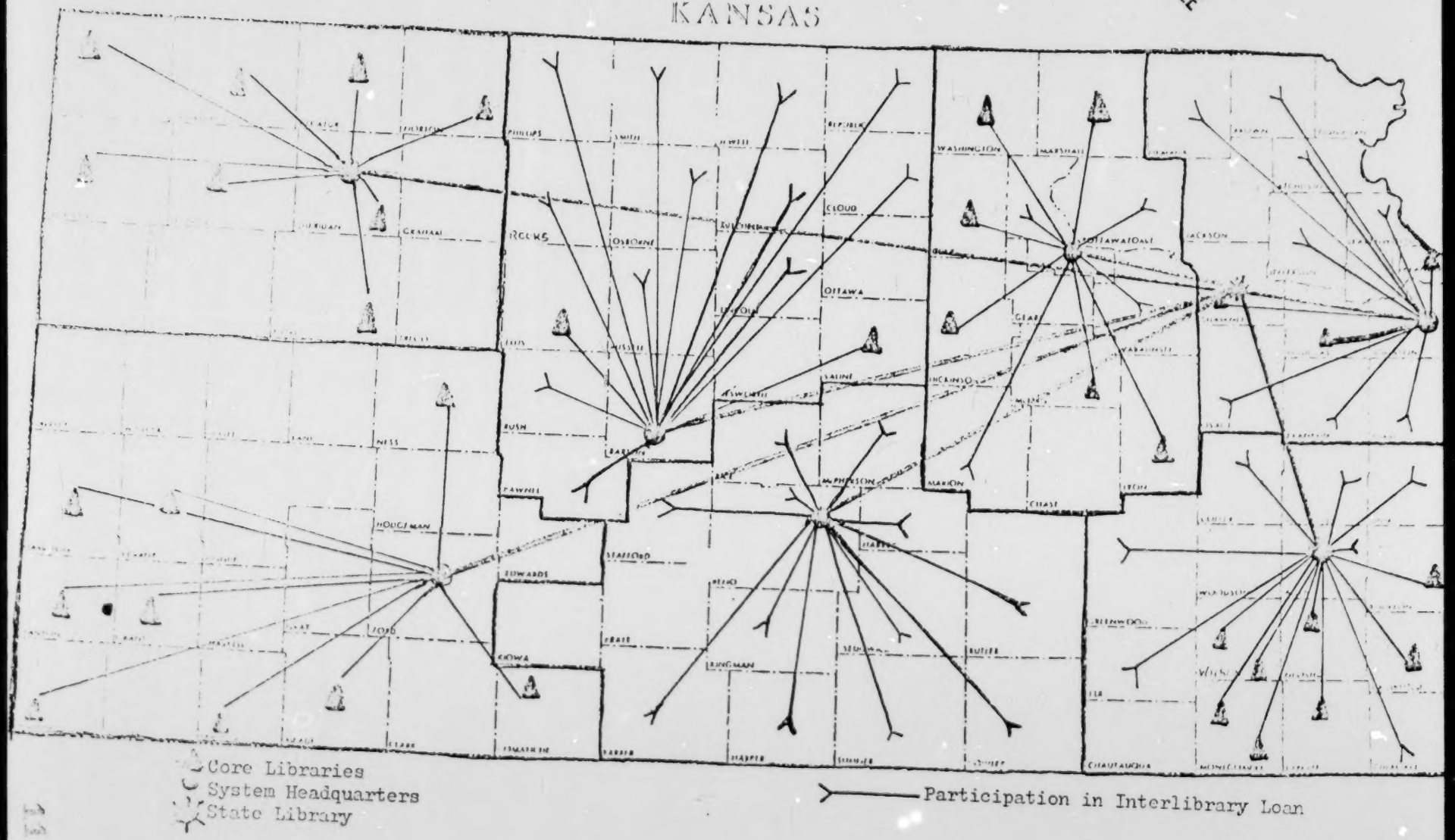
KANSAS PUBLIC LIBRARY INTERLIBRARY LOAN NETWORK
REGIONAL AND STATEWIDE



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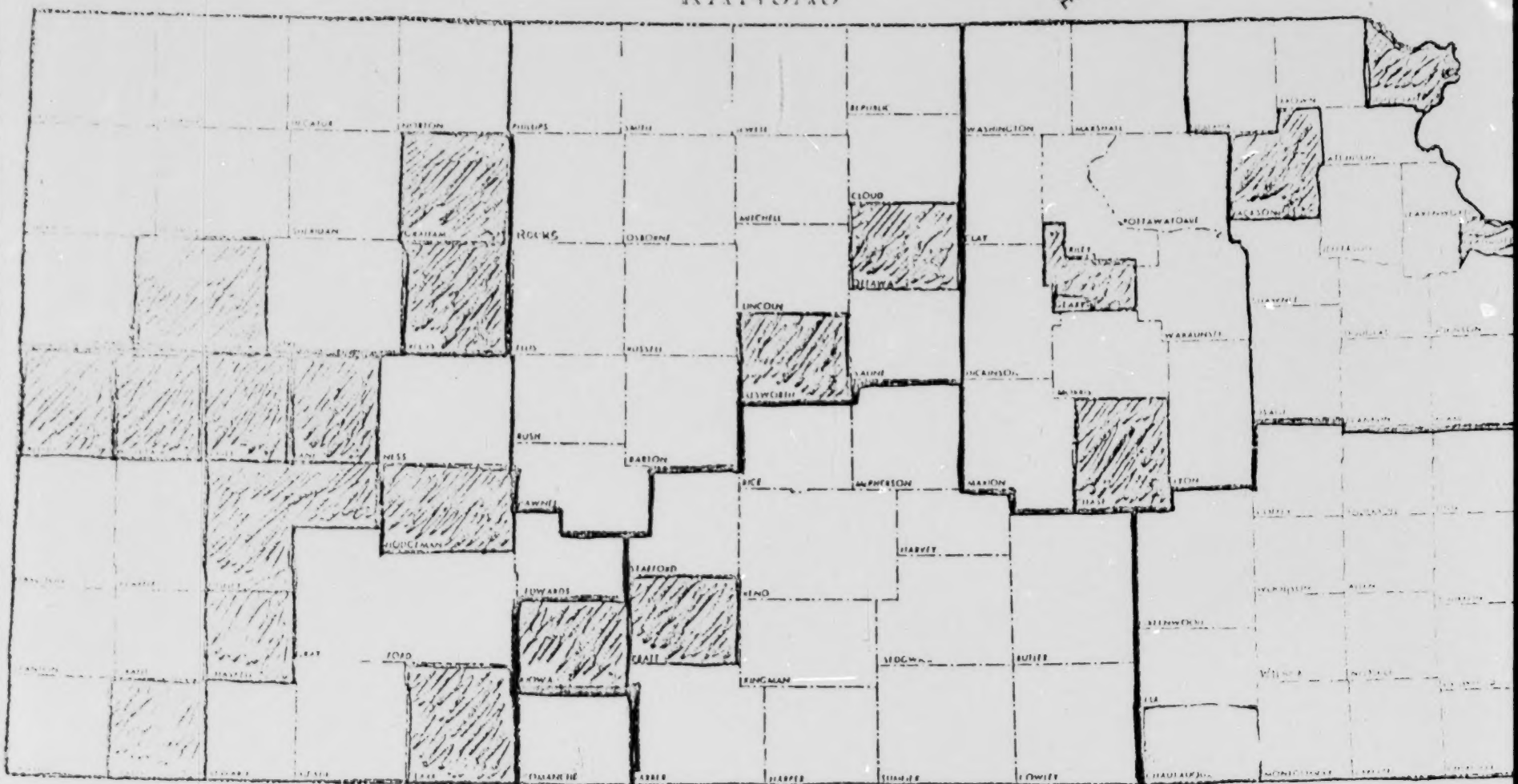

COUNTIES NOT PARTICIPATING IN A FORMAL INTERLIBRARY LOAN PROGRAM

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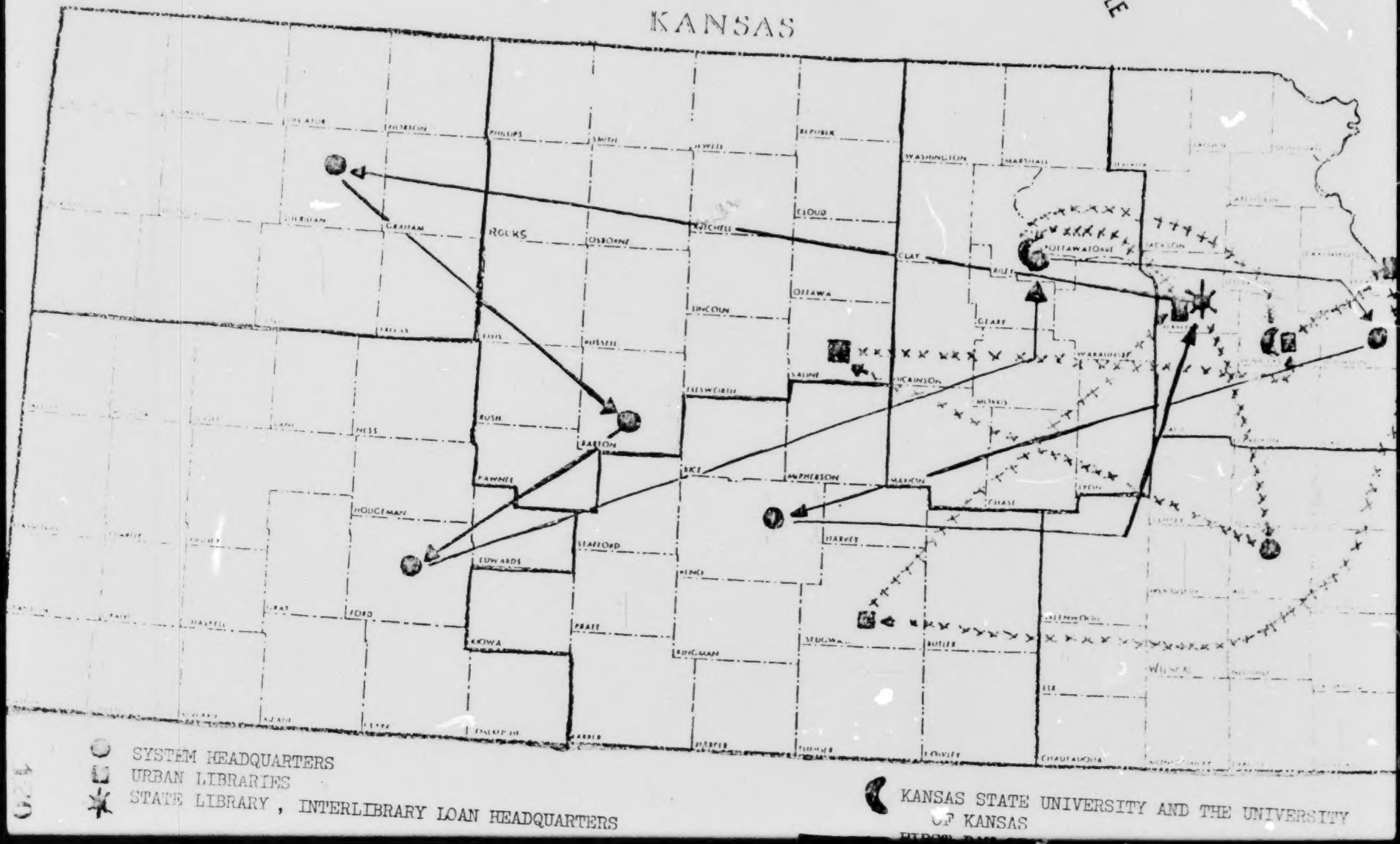
KANSAS PUBLIC LIBRARY INTERLIBRARY LOAN NETWORK



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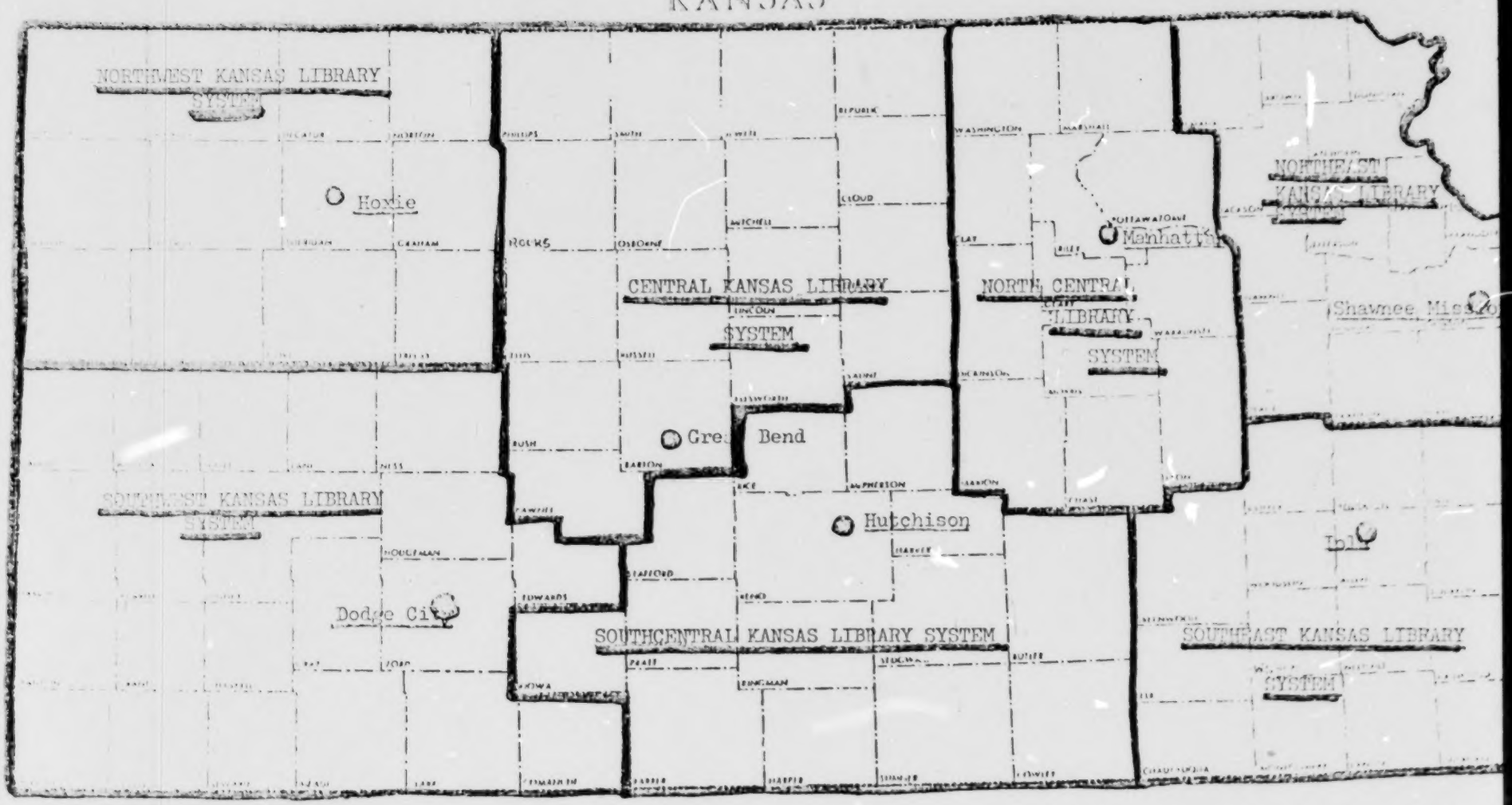
SEVEN REGIONAL LIBRARY SYSTEMS OF KANSAS



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Strengths and Weaknesses

The strength lies with the excellent administrators in key library positions at our public, school, school of librarianship, university and college libraries, and at the Clendening Medical Library at the University of Kansas Medical Center.

Through the able leadership of Mr. LeRoy Fox and Mr. Denny Stephens at the State Library level, the state has established regional systems and a Kansas Informational Circuit.

Because of a lack of funds, very little has been accomplished with institutions, and most libraries do not have adequate collections. Also, plans to improve total library services for Kansas have been static since 1971; for example, computerization, micrographics, improvements of inter-library loan circuit and expanded reference services have suffered. Among many other needs, Kansas requires 25 new library buildings, personnel to handle needed new library programs, and a union catalog.

Inter- and Intra-State Cooperative Efforts

Kansas does not have a formal agreement for inter-state cooperation and those inter-state activities that take place are informal and spasmodic.

The state administration finds the inter-state concept exciting and is anxiously awaiting the full development of such plans, since there is no doubt that the proper inter-state cooperative efforts would benefit Kansas library patrons.

The answer to why plans in Kansas have not been developed is always the same--a lack of funds. Libraries, without a doubt, have been and are a low priority item--this fact is easily substantiated with statistics.

Kansas does have the Kansas Informational Circuit that involves the seven regional headquarters, five large urban libraries, Kansas State University and Kansas University. In 1973, there were 37,000 requests of which 27,000 were filled. The fact that Kansas failed to supply 10,000 items indicates a need for inter-state cooperation.

Each of the regional systems has some type of intra-regional cooperative effort involving its public libraries. Four of the systems use in-out watts telephone communications systems through core libraries. The Southeast Kansas Library System uses radio transmission through core libraries. These operations are financed by the system's headquarters.

Two systems do not finance intra-region communications; but they do service those libraries willing to call direct at their own expense.

Kansas also has two other cooperative efforts: (1) Church-related college circuit, and (2) Medical library circuit that involves inter-state cooperation.

There are other cooperative efforts throughout the state involving public and school libraries to differing degrees, but nothing significant.

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Traditional Library and Information Services in the Region

Kansas, at one time was involved with the Denver Bib Center but costs prohibit participation at this time. If Kansas could find a source for 10,000 items at a reasonable cost, then, that regional service would be appreciated and accepted.

The federal government should encourage local improvement through financial aid programs. Perhaps, the criteria to determine the amount of aid given should be written to reward library units only to the extent that they are willing to cooperate in a program that is aimed at giving total service to those states involved through inter- and intra-state cooperative efforts.

Technology

Kansas uses telephones extensively along with radio transmission. 1974 will find a greater use being made of telephones by offering watts service to all library patrons in Kansas.

There are only 89 cable T.V. stations being used for library purposes. There will probably be greater use made of this medium during 1975.

Kansas libraries have not become involved in computer programs nor micrographics to any great extent. With the present funding picture, these are considered to be luxury items.

Continuing Education Programs

Kansas has many continuing education programs, but the efforts are fragmented and lack coordination. There are out-of-state services available, but they are yet to be examined.

Courses should not be exclusively of a local, state, or regional nature; they should be of all three for differing purposes and involve different people.

It remains, however, that there are always the basic subjects that need to be taught to local librarians such as acquisition, cataloging, etc. However, courses to be offered should be determined through need and their selection will depend upon the library environment during a given period.

Service to Indians on Reservations

Library service is provided to the Indian tribes of Pottawatomie, Kickapoo, and Iowa-Sac-Fox through the Library Services and Construction Act, Title I, Library Services to the Disadvantaged Project. The project is coordinated by the Northeast Kansas Library System with the American Indian Libraries, Incorporated serving an advisory capacity. Board members to the American Indian Libraries, Incorporated include five: one representing the Pottawatomie Tribe, one representing the Kickapoo Tribe, one representing the Iowa-Sac-Fox Tribe(s), one representing the Indian Center in Topeka, Kansas, and one representing the Indian Center at St. Marys, Kansas. These five board members meet monthly to pay bills and to distribute funds to the boards at the Topeka and St. Marys Indian Centers.

Emphasis is placed on building an ethnic collection for the Indian people. However, many requests have been directed toward the purchase of "how-to-do-it" books. It appears that more information is needed for "how-to-do-it" interests.

Book collections are housed in a community building on the Iowa-Sac-Fox Reservation; in a community building on the Pottawatomie Reservation; and, in the Indian Centers at Topeka and St. Marys. There is also a Kickapoo library in Horton, Kansas.

Rural library service to residents and non-residents of the reservations is provided through a rotating bookmobile collection. The bookmobile delivers materials directly to the homes as well as to the five collection centers.

The Northeast Kansas Library System has recruited and trained three Indian library employees who serve the Indian people directly. The success of the program has been largely due to the efforts of these people out in the field to circulate the collection and to coordinate service needs. One employee operates the library at the Kickapoo Center in Horton.

Charles E. Sims
State Librarian
Kansas State Library
Topeka, Kansas

LARRY WINN, JR.
KANSAS

COMMITTEES:
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LABOR-MANAGEMENT RELATIONS

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Congress of the United States
House of Representatives
Washington, D.C. 20515

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CODE 202-225-2865

DISTRICT OFFICE:
RICHARD L. BOND
ADMINISTRATIVE ASSISTANT
204 FEDERAL BUILDING
KANSAS CITY, KANSAS 66101
TELEPHONE: MAYFAIR 1-0832

August 16, 1974

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I want to thank you for this opportunity to submit a statement for the record in connection with your Mountain Plains Regional Hearing on September 18, 1974. The National Commission on Libraries and Information Science is to be commended for holding these regional hearings to look into the need for library and information services on the national and local levels.

The library programs and resources in the public schools in my Congressional district vary according to the local budget, the priorities of the school administrators, and State and Federal funding. I am well aware of the fact that school districts and public libraries sometimes cannot "go it alone" on local revenue, and that State funding is oftentimes inadequate. Therefore, I am pleased that at the Federal level we have been able to supply funding for programs to provide resources and services for libraries that local budgets could not provide.

At the local level, with many public libraries gearing their programs to the preschool and adult age groups since the school media centers are providing resources for students, it seems wise to establish a means of cooperation with the various types of libraries to provide additional resources and avoid unnecessary duplication. I am happy that the State of Kansas is working on this type of cooperation.

The library is an integral and important part of the community. For this reason, the best resources and services that can be provided are a benefit to all.

Most sincerely,

Larry Winn, Jr.
Member of Congress

LW:mla

To: National Commission on Libraries and Information Science

From: Joyce Davis
Southwest Kansas Library System
606 First
Dodge City, Kansas

As System Library for the Southwest Kansas area I visit most of the libraries in the area every two months. One strong point of the area is the number of county libraries here. These have a wider financial base and a larger service population than most of the city libraries in this area. Most of the county libraries have fairly recent buildings. Three new one have been added in the last five years. One county library is still in the basement of the courthouse. This makes access difficult and restricts the hous of service as they cannot have evening hours.

Of the three major city libraries in the area (Dodge City, Garden City, and Liberal) two are in remodled buildings which are not really adequate. One has only street parking. The other city and township libraries serve much smaller population--from 200-to 2000)--and have much smaller financial bases. Some of these are in very crowded quarters with poor lighting. Being in city buildings most of them do not have room for expansion.

The small city libaries have very small book budgets and have many old and out-dated books. Unless they have rotating books from the system they are unable to nave many new and current books. Even the larger city libraries and county libraries cannot supply all the materials requested by their patrons. Not all of them belong to the System and therefore do not use the interlibrary loan network.

Only two of the larger libraries have professionally trained personnel. Most of the local librarians are interested, enthusiastic people but they do not have a wide background of books, knowledge of reference books, or how to define the limits of reference questions. As personnel changes bring in new people with not library training, personnel training needs to be repeated. Some of the training should be individualize. Much of it should be presented locally. Some should be developed regionally and state-wide. Personnel training is one of the greatest needs in this area.

Libraries are handicapped by trustees who are afraid to work for more financial aid and who confine their interest in their own libraries. It is very difficult to get trustees to meetings at any distance from the local libraries. Education for trustees whould need to be a continuing process.

While this is an agricultural area no library has developed a good library service to rural areas. This needs research and experimental service. The System has offered mail-a book service to all rural boxholders in five counties. Some county libraries thought it would cut the local circulation. Others felt they could not afford it. Service by mail should be expanded to small towns without library outlets. Mail and telephone reference service could be expanded to the aged and transportation stranded people.

In this sparsely populated area cable television does not reach a large portion of the area. If personnel were available at the system level to develope radio and television publicity and programs, the service would be useful to all the libraries in this area.

Wide area telephone service with telephone answering devices would extend hours of service--both for circulating materials and reference questions. This could be used to give service to rural areas. Computer programs may be of value at the state level but are not at the local or regional level.

While we have legal authority for a system of cooperating libaries within the state there is no legislation to authorize cooperation between libraries or municipalities in different states. As the system has two libraries near the Kansas/Oklahoma state line and several near the Colorado/Kansas state line we see the need for cooperation in this area. There should also be some library connection atne state level.

Box 208
Ft. Lupton, CO 80621
July 22, 1974

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W. (Suite 601)
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for your letter inviting testimony regarding library needs and how they are or are not being met.

In reading the Annual Report and the Synopsis of the Second Draft Proposal, I find that many of our problems are more or less universal and that the Commission is doing an excellent job of gathering information and putting it into the concise wording of the Proposal.

As a trustee and chairman of a county library board serving eight libraries and also chairman of a library system in northeastern Colorado consisting of thirty-one member libraries I am making the following comments on library needs in our area.

Speaking first of the county library needs, we believe that funding should be equalized by a county mill levy rather than by local levies plus money from the county general fund as is done now. Municipalities with libraries pay twice for their service while rural areas don't pay their share.

We have found that Revenue Sharing has not been an answer to library funding at the county level since more urgent problems have priority with commissioners.

Speaking now of the High Plains Library System, we find that thirty-one libraries cooperate in central purchasing and processing, share traveling book collections and framed prints, receive professional help from the director and will be sharing the results of the talents of a newly appointed information director.

It is obvious from a recent survey of school libraries that our system needs to impress some schools and other non-users of the resources available to them through the system programs.

Funding for our systems comes from the State, and though annual struggles with the legislature to obtain funding do make for better accountability and self-evaluation, it seems to me that a great deal of an administrator's time is spent on budgetary problems rather than on implementation of service to the public.

Colorado is fortunate in having the Bibliographical Center for Research located in Denver and a part of the Statewide Reference Network. We also depend largely on the collections of Denver Public Library and those of University of Colorado for resources. These two libraries need to be reimbursed more generously for their services, I think.

As to Inter- and Intra-state cooperative efforts, I believe there is good intra-state cooperation among library systems, but there is much to be done in the future. Our vast distances and the geopgrahpical barrier of the mountains which divide our state deter development of some systems and library service. A national system might improve service in areas bordering on other states in which there is a good library facility.

To encourage state participation in the National Program, it would be necessary for our state libraries and the State Library to develop an education program of acceptance on the part of the Joint Budget Committee of the State Legislature.

I believe it is appropriate for the Federal government to encourage local improvement through financial aid Programs. Needs certainly should be a prime consideration in determining how much aid should be given.

Technology in the form of TV and radio are available and used occasionally by Denver Public and some few other libraries in the state. I know of no Cable TV available though there are movements toward this in Boulder, Colorado. Locally I feel that people do not use the telephone as extensively as they could in seeking answers to reference questions, and in requesting materials.

It seems to me that our State library has given good leadership in developing workshops through systems to inform and train non-professional and professional employees in network usage and in the general operation of libraries. Of course, we are fortunate in the availability of seminars and special courses at the Denver University School of Librarianship and those sponsored by WICHE.

I believe the courses and workshops attract and assist more people if they are presented locally and at the state level. It is very difficult to get participants to travel very far for a workshop. Where the courses and workshops are developed depends on the universality of the sybject to be explored. In the final analysis they should be relevant at the local level.

As to service to Indians living on Reservations, I know nothing about that problem. I have a cousin who has just graduated from Dartmouth and who is interested in working with Indians, in answer to your question as to where are persons recruited to work with them. His address is Tom Teegarden, 8021 South Kendall Court, denver, Co 80120.

Our State Library provides leadership in system development and funding, continuing education for professionals and lay people, and administering federal funds. It has been very helpful to us in a consultatory role.

The inconsistency and uncertainty of federal funding makes it impossible to do more than experiment with the money. How great it would be to have federal programs funded for more than 2 years ahead of the current year to enable libraries and other agencies time to plan well and implement good programs.

As I visit homes of low-income Spanish-speaking people and find their eyes glued to TV programs in English, I think what an opportunity for a national effort to present library programs of both educational and recreational merit to these non-readers.

We need to do something about this in our area.

Again I congratulate you and the other members of the Commission on your efforts to establish a National Program for Library and Information Services. Your proposal and the rationale behind it sound good to me.

Sincerely yours,

(Mrs. V. Kelsey Carlson)
Chairman, Weld County Library
and High Plains Library System

THE STATE OF WYOMING

STANLEY K. HATHAWAY
GOVERNOR

Wyoming State Library

SUPREME COURT AND STATE LIBRARY BUILDING CHEYENNE, WYOMING 82002

WILLIAM H. WILLIAMS
STATE LIBRARIAN

RICHARD I. FROST
BOARD CHAIRMAN

July 17, 1974

The National Commission on Libraries and Information Science is to be complimented on the work it has accomplished to date, especially in its responsiveness to the needs of libraries and the informational requirements of the citizens of this Nation.

Because of the excellent progress made, new aspects, not already considered by the Commission, are difficult to find. Therefore, many of my suggestions will be supportive of programs already adopted by the Commission.

Wyoming can best be identified with the rural areas of the surrounding states such as Montana, Utah and Colorado. While each of the surrounding states has a concentration of large population along the mountain ranges, Wyoming is essentially all rural (we are fiftieth in population). As such, we lack the informational resources of the other states and have to rely heavily on them for aid.

Specifically, we need the continued operation of the Rocky Mountain Bibliographical Center for information networking outside of this State. We need the freer flow of information materials about the State, i.e., a statewide library card. As Wyoming is largely a tourist state, we need a mechanism to allow the libraries to serve the transient citizens of other states, i.e., any person with a library card from any state can borrow from any library in the Nation, perhaps with the Federal Government providing "book loss insurance".

On the local level, we need continuing and basic education of library and information skills, as less than 5% of this State's public librarians are degreed in library science. Proper facilities are, and will continue to be, a problem (the Revenue Sharing plan has accomplished very little to date). Last, the ability of the small community library to serve the special needs of its subgroups such as the aged, young adults, professional persons, etc., should be enhanced, much as grants made under the law enforcement assistance grants have done for the security forces of the Nation.

Wyoming is pioneering in the delivery of information via the cable television, with operating library connected stations in Casper and Cheyenne. This background will allow us to experiment with the ATS-G satellite in 1976. As the Commission will determine from its hearings in Denver, the Rocky Mountain States have the most uneven ability to provide uniformity of services of any group of states in the Nation. This applies both in their respective states and within their region.

One last recommendation, that the National Commission consider seriously moving ahead to adopt computer bibliographic standards which they may subsequently require as a prerequisite for any grant to support bibliographic networking. The rapidly proliferating public and private systems (OCLC, Washington State, Stanford University, Oregon, etc.) without National standards (or the enforcement of MARC, if that be the standard) is going to place barriers in the way of any effort to develop regional or national centers of bibliographic information, which may well become insurmountable in the future.

William H. Williams
State Librarian
Wyoming State Library
Cheyenne, Wyoming

WILLIAM J. RAGGIO
STATE SENATOR
WASHOE NO. 1

OFFICE:
P.O. BOX 588
RENO, NEVADA 89504

COMMITTEES
FINANCE
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NEVADA LEGISLATURE

FIFTY-SEVENTH SESSION

August 24, 1974

NATIONAL COMMISSION ON LIBRARIES
AND INFORMATION SCIENCE
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

Gentlemen:

I am happy to have the opportunity to furnish written testimony with regard to Library Information Services in the State of Nevada. I am basing my response on discussions with librarians throughout the State, and upon the Library Position Paper of the Nevada Library Association. In answer to the proposed topics presented by you, my comments are as follows:

Strengths and weaknesses. Nevada is a far flung state, heavily populated in the north and south with little but desert in between. Because of its geographical size and small population, equal library service to all citizens is impossible without a system of regional libraries tied together by communications lines. Since regional library services cross jurisdictional borders, it is vital that regional resource centers receive grants (federal and state) to build collections to serve those sparsely populated areas not fiscally able to provide adequate library services through local funding. In an attempt to provide an equal opportunity for citizens of Nevada, federal grants have been utilized to promote library service in these rural areas, thus stimulating an interest in and local funding for libraries. Without federal grants, most rural citizens would never become familiar with library services city dwellers take for granted.

Inter- and Intra-state cooperative efforts. Through a combination of LSCA funding and embryonic state grants, the base for an emerging regional pattern of service has been established. Active participation and

cont.

cooperation between the regional HEW office in San Francisco, the state library agency, Nevada Library Association, State Advisory Council on Libraries, and the library community at large provides assurance that the needs of all citizens of Nevada are considered in planning for future services and programs. As an initial step, a communications system utilizing teletypewriter, telfacsimile transmitter, and toll free telephone lines link the major resource libraries of the State into a network to provide rapid access to information and resources. However, the statewide information network has not been in effect long enough to determine its strengths and weaknesses.

State participation in the National Program. The federally funded Library Services and Construction Act has stimulated library development throughout the nation. Consistent with LSCA programs, the federal government must continue to address itself to meeting the problems that no single state can adequately address alone; to coordinate the efforts of the states in sharing library resources with sister states; and to providing citizens and libraries of the states with those expensive or highly specialized services that can most economically be provided on a national level. Specifically, the federal government has and must continue to direct its attention to:

(a) Availability (at reasonable cost) of postal and telecommunications facilities for library use.

(b) Support of nationwide, regional concept of information retrieval and dissemination;

(c) Programs to diverse and highly specialized groups (minorities, handicapped, institutionalized, aging, disadvantaged, etc.)

(d) National communications network with regional centers; and

(e) Support of identified national information resource centers.

Traditional library and information services. Three skeletal regions now exist, but the regional resource center libraries must have increasingly large grants to provide the depth of collection needed for these combined urban and rural areas. Library collections are growing, providing library service not only to populations immediately adjacent to major public libraries, but to isolated urban areas (Westside, Las Vegas) and to rural areas (Nye, Esmeralda, Lander and Eureka counties) by branches, bookmobiles and books-by-mail programs. Automated acquisition, book selection and book circulation control systems are being planned, financed and developed for Nevada.

 cont.

These library essentials need money. Without federal funding and guidance, Nevadans would realize very little library service. It is imperative that Nevada's Congressional delegation be aware of Nevada library service and its dependence upon a strong national program continuing the regional development begun some 14 years ago.

Technology. A TWX communications network between Elko, Reno, Carson City and Las Vegas libraries is in operation and successful. For the first time communications between major libraries of the state, including university, community college, state library and public is both efficient and effective enabling more complete use of existing information and materials.

The Nevada Library Media Cooperative is established and will have 16 mm films available through all participating public libraries of the state shortly.

These programs are developmental, statewide and dependent upon continued federal and state funding. Failure to gain proper recognition and support will simply place our citizens behind those in other areas in the search for information and continuing education so vital to a free democratic society.

Continuing education programs. As long as good workshops are provided, it does not matter whether they are provided on a local, state or regional level. Some areas of training needs: Management, supervision, public relations, administration, reference, publicity, book selection, exhibits, displays, program planning, audio visual materials (not necessarily in that order).

Sincerely,

WJ Raggio

WILLIAM J. RAGGIO
State Senator

mb

FORT LEWIS

College

DURANGO, COLORADO 81301

Fort Lewis College Library
Durango, Colorado 81301
August 2, 1974

National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Gentlemen:

In response to your letter of July 10, 1974, inviting my comments on needs relating to library and information services, I am pleased to recommend the following six possible ways whereby the federal government might be of service to academic libraries in the Colorado area.

a. Extend support of regional bibliographic research centers. By providing federal subsidy for on-line communications facilities between regional bibliographic research centers and (1) a network of satellite units at public-supported academic libraries and (2) other regional bibliographic research centers, substantial improvement of interlibrary loan service can be achieved. Necessary augmentation of existing staff complements at the centers and at the satellite stations is implicit in this recommendation. A regional bibliographic center, the Center for Bibliographic Research in the Rocky Mountain Region, located in Denver, has existed for some time. With its limited budget and small staff, it attempts to meet the needs of public and academic libraries. The Fort Lewis College Library has no direct teletype communication with the Center for Bibliographic Research, but during certain hours (8:30 a.m. to 5:00 p.m., Monday through Friday) is able to have queries transmitted through the Southwest Library System, the local area resource center of the Colorado State Library service. Optimum time for transmittal of replies to teletyped queries is eight days. Approximately five additional days are required for postal delivery of interlibrary loan materials.

b. Develop and support photographic facsimile networks to provide improved interlibrary loan service, particularly with respect to articles from journals. Even when a college library bypasses the Center for Bibliographic Research in the Rocky Mountain Region and seeks service directly from a known source, such as the serials department of another

academic library, the time loss for the patron may be measured in weeks rather than days. Electronic transmittal of signed requests and receipts between borrowing and lending institutions, as well as photographic facsimile exchange of materials, could serve to expedite in a truly meaningful fashion the placing of requested information in the hands of the library patron who requires it. No steps to develop such service in this area have come to my attention.

c. Give consideration to federal sponsorship of distribution of selected Educational Resource Information Center (ERIC) reports in microfiche format to academic libraries which support regionally accredited teacher training programs. Such a federal subsidy would enhance the quality of the curricular offering by significantly expanding the selection of current educational monographs.

d. Extend in generous measure opportunities for in-service training of librarians through the medium of federally supported workshops at American Library Association-accredited library schools and at major college and university libraries. Such action would enlarge the expertise of library staff members, foster the exchange of knowledge and new ideas and techniques, and stimulate professional interest and development.

e. Continue the authorization of federal grants for library materials (pursuant to the Higher Education Act, as amended), and make provision for the allocation of federal funds for capital expenditures of academic libraries.

f. Subsidize the development and implementation of security systems, such as the Tattle Tape Book Detection System of Minnesota Mining and Manufacturing Company, that will dramatically reduce losses of books and periodicals in academic and public libraries. At present, academic libraries reportedly find it necessary to devote approximately two percent of their book budgets to the purchase of replacements for misappropriated items.

The aforementioned recommendations have been reviewed by and discussed with other members of the Fort Lewis College Library staff.

Presentation of these recommendations for inclusion in the report compiled at, or subsequent to, the September 18, 1974, Mountain-Plains Regional Hearing is authorized. Unfortunately, however, I shall be unable to attend the hearing. I appreciate very much your expression of interest in the contributions of academic librarians to the National Program for Library and Information Services.

Sincerely,

Harrold S. Shipps, Jr.

Harrold S. Shipps, Jr., Ph.D.
Chief, Public Services Division
Fort Lewis College Library

COLORADO STATE UNIVERSITY
Fort Collins, Colorado

TESTIMONY REGARDING LIBRARIES OF THE MOUNTAIN-PLAINS REGION

Le Moyne W. Anderson
Director of Libraries

From a research library point-of-view, the Mountain-Plains region is a veritable desert. The combined holdings of the state university libraries in North Dakota, South Dakota, Wyoming, Nebraska, Kansas, Utah, Nevada, and Colorado are fewer than those at the Library of Congress or at Harvard University. There are seven institutions of higher learning, furthermore, which have collections in a single system which are more than half the size of the accumulative volumes of the universities of this region, i.e., Yale, Illinois, Columbia, Michigan, California, Toronto, and Cornell.

At the current rate of growth, moreover, there is little prospect of accumulating research libraries of the depth and strength of the older institutions in other parts of the country. The lack of availability of materials coupled with the inflationary costs seem to reinforce this statement with some substance beyond the point of sheer speculation.

This very lack of resources in the sense of truly great collections, however, has sharpened the Mountain-Plains librarians' sensitivity to the values of cooperation. No research library in this region can ever hope to be self-sustaining. It is imperative, therefore, that we share the regional resources in order to meet most fully the information needs of our users.

We must share not only the materials we have on hand, but we must also share in the acquisitions of these items by carefully identifying our respective disciplines of responsibilities. This avoidance of duplication in order to concentrate on the gathering of unique materials is the keystone to an intelligent, cooperative acquisitions program.

We must share, too, in the efforts to control bibliographically our holdings. We must know, that is, who has what. Such devices and apparatus as union catalogs, serials lists, and desiderata compilations are critical paraphernalia in the

process of achieving bibliographical access to information. In this part of the country, the sharing of materials must exceed the traditional interlibrary loan route, essential as that is. We must freely allow each others patrons to utilize the resources with a liberal interpretation of who can use which libraries. It is also important to expand our clientele beyond the primary patronage of student or faculty member--to whom many research libraries cater exclusively. Our users should be any citizen, young or old, who might benefit from the information contained on the shelves of our collections.

What are we doing now to support these views? In Colorado, we have developed several cooperative projects which have realized varying degrees of success. The bibliographical control of materials has been manifested in the development of an amalgamated, computer-generated union list of serials for the five largest research libraries (Colorado, Colorado State, University of Northern Colorado, Denver University, and the Denver Public Library). The Rocky Mountain Bibliographical Center for Research, of course, receives regularly from its members the reports of their respective holdings, which ultimately are merged into a union catalog. A few scattered attempts at joint acquisitions projects have mostly foundered in a sea of red tape and splashed with interinstitutional bickering. Two libraries, Colorado State University at Fort Collins and the University of Denver, on the other hand, are members of the Center for Research Libraries. This alliance gives their patrons not only access to the four million volumes of those research holdings located at Chicago, but also a voice in the acquiring of items for this great central research collection.

A huge research project whose purpose was to determine the viability of a centralized book processing center for academic institutions has been successively planned, implemented, and terminated. The project was not feasible, perhaps pointing out more of the many differences among the participants than the likenesses. After three years of experimentation and large funding support by both the federal and state governments, it was concluded that the turn-around-time from selector to shelf could not be economically reduced, that the unit cost of materials could not be lowered, and that the final product of bibliographical information, i.e., the catalog card, could not be improved. In other words, it appeared that we could accomplish these technological services

independently and on our own campuses more economically, more swiftly, and more efficiently than we could if banded together under a centralized umbrella.

For a number of years, the information seekers of our academic campuses in Colorado have had the option of using the resources of all college libraries with the same privileges and responsibilities as those held by a local patron. This arrangement has been augmented, furthermore, with a fast document delivery service involving a daily courier system. The importance of the TWX and telephone message in this activity cannot be over-emphasized.

The Mid-America State University Association libraries (Colorado, Colorado State, Iowa State, Kansas, Kansas State, Missouri, Nebraska, Oklahoma, and Oklahoma State) have for a number of years shared in several cooperative projects. First of all, any student or faculty member has free access to materials of the library while visiting at a member campus. The interlibrary loan requests, furthermore, receive top priority and are swiftly expedited. In order to reduce bookkeeping costs, the participants do not charge each other for photocopy costs below a minimum of thirty duplications. An identical bilateral agreement exists between the University of Wyoming (Laramie) and Colorado State University (Fort Collins), which are separated by only sixty-five miles.

There is no doubt that several substantial regional projects could be developed and implemented, but not without support from the state or national governments. It would seem that along with the proposed national plan for libraries there could emerge a regional or state plan. At the moment, so many research libraries are concerned with sheer survival on their own campuses, thus, making cooperative activities of secondary importance. The priorities must somehow be re-arranged and the benefits of cooperation be understood as being greater for our patrons than the courses which we now pursue independently. Cooperative efforts cannot be fragmented as they are now with any ultimate hope of rapid success. The facts of cooperative life, if you please, rest on the proposition that in order to gain a lot one must have to sacrifice a little. It is the latter concept which must be made more apparent to the libraries of the region.

One key to the success of cooperative regional program lies in the area of research, development, and evaluation. We need more financial support to

undertake investigations and studies in order to identify more precisely who our patrons are, what are their needs, and how can we meet them most speedily and efficiently. The spectrum of information from generator through purveyor to user is a lengthy one filled with uneven nodes. Until the importance of this transfer of information is recognized by federal and state governments, as persuaded by the local research librarians, the users' requirements will never be fulfilled.

LWA/st
8/9/74

From Alfred T. Whitelock
County Librarian
Laramie County Library System
Cheyenne, Wyoming 82001

Vice-President/President Elect, Wyoming Library Association
Chairman, W. L. A. Legislative Committee

STATEMENT

I have read with great interest the documents pertaining to the proposed National Program for Library and Information Services. I believe that such a program would ultimately be of great benefit to communities in this region, and agree entirely that there is presently much waste and duplication of our resources.

However, in my opinion there is one great barrier to any kind of program, and that is financial inadequacy. Speaking for the libraries of Wyoming, and particularly the Public Libraries, we are laboring under a fiscal system that is creating inequalities between our Counties, and engendering definite hardship in many. Most of us feel that all our time, energies and money have to go into the creation of adequate library service for our own particular communities. Any wider co-operation, other than local inter-library loans and an informal exchange of ideas and methods is, we feel, most desirable but a long way in the future.

The one medium we find to hold the most promise in the near future is Cable TV. This library and one other in the State of Wyoming is broadcasting regular programs of varying kinds, and apparently these are widely viewed. If some advances can be made in a wider hook-up, there we believe would be something really significant and worth-while.

Returning to the subject of financing, it is the general consensus that Revenue Sharing has been a failure. So-called "essential services" have received priority; libraries have found themselves at the end of a long line of supplicants, and have frequently been disappointed in their efforts. Even if, as in my case, we have been granted a measure of help from this source, the whole thing has been so arbitrary, so that we can never be sure of a continuation from one year to the next. I received $27,000.00 from my Commissioners last year; this year, not a penny, because all Revenue Sharing monies coming into this County are to be used to build a new County Jail and Court-House. In fact, we have come to suspect all Federal aid of whatever kind, because of its uncertainties.

In an effort to secure adequate or nearly-adequate funding for our County Libraries at least, the Legislative Committee is this year initiating legislation for consideration by the Legislature in

January, 1975. This is calling for direct State Aid to County Libraries. Our justification is that with Federal Aid not only undesirable but almost non-existent, and the County situation unlikely to provide increased appropriations, our only recourse is to appeal to the growing resources of the State of Wyoming.

Should we be successful, we shall then be able to provide better traditional library and information services to our own communities first. Some of us have been able to instal more modern technological devices and media (cable TV, computerised circulation systems, etc.) already; more libraries can do this with State Aid.

After all these things have come to pass, I at least feel that we shall then be able to turn our eyes to broader horizons. Meanwhile, our State Library is doing all it can with its own limited resources to provide workshops and seminars for the continuing education of librarians in this State. More in this line is needed and would be welcomed.

I shall stand ready to assist the Commission in any way I can, both as a County Librarian and as future President of the Wyoming Library Association. Please do not hesitate to contact me if I can be of any assistance in any matter.

Alfred T. Whitelock

MIKE O'CALLAGHAN
GOVERNOR

PLEASE ADDRESS ALL CORRESPONDENCE TO:
VICTOR J. LoCICERO, M.D.
INSTITUTE DIRECTOR

Nevada Mental Health Institute

P.O. BOX 2460 · TELEPHONE 322-6961
RENO, NEVADA 89505

August 29, 1974

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W., Suite 601
Washington, D. C., 20036

Dear Dr. Burkhardt:

Thank you for soliciting my opinion on the National Program for Library and Information Services. As Librarian here at the Nevada Mental Health Institute, with prior experience at the University of Nevada Library's Life and Health Sciences Branch, and as a new member of the Nevada Council on Libraries, I hope my comments may prove helpful. Although my experience in a very small institution in a sparsely settled state is quite different from that encountered in your more populous areas, it may serve to bring our needs,with their importance to us and our patrons, to the attention of your national commission.

In general, I feel that this second draft proposal is well constructed and all inclusive. A goal oriented national program supported by strong national leadership is definitely vital to coordinated informational services thruout the country. My concern is primarily in the areas of (1) service to the "informational poor"- the underserved population, (2) network establishment and (3) its functional adequacy.

I strongly concur with Program Objective #2. It is not enough that these special constituencies be offered just the traditional library services; they need the assistance of new technological devices and media in innovative programs. The blind are served in many ways by the Library of Congress and other agencies, while the deaf are assumed to be able to use traditional library wares. Such is not the case if they are multiply handicapped or mentally impaired. Special tools and electronic devices have been developed, but in most cases are too expensive to be made available here as they are in richer and more populous states.

The establishment and expansion of intrastate and interstate networks is essential as these are the backbone of better information dissemination--but this is only the beginning. Funding should be guaranteed for continuous high level performance. Regional medical library service has been a tremendous help to small and isolated medical libraries and health professionals; but with increased costs services have been cut, and the National Library of Medicine has not fulfilled its role in either leadership or in serving as a final resource. Whether by intent, accident or understaffing, inquiries may not even be acknowledged. Even with such

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wonderful systems as MEDLINE and the future MARC, without improvement in the actual transportation of the information, the main purpose will not be accomplished. I speak of requesting a book by TWX and then waiting weeks for its arrival.

I question Program Objective #6. It seems too vague. How should the "private sector" be made an active partner? Financially, managerially or philosophically?

Your efforts so far have been most fruitful, and I hope my random comments will assist in your work to improve library services to all people in all communities regardless of size. Thank you again for giving me this opportunity to participate. I shall look forward to receiving further information on your progress.

Sincerely yours,

Alice L. Lohse

Mrs. Alice L. Lohse,
NMHI Librarian

COLORADO LIBRARY ASSOCIATION

Aug. 8, 1974

Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601 1717 K Street, N.W.
Washington, D.C. 20036

NEED FOR NATIONAL RESOURCES CLEARINGHOUSE

Many excellent Continuing Education Programs, workshops and training sessions have been developed on local or state levels, by library schools, professional associations or state agencies. There does not seem to be a national "Clearinghouse" which receives information about these and disseminates it on a wide scale. Perhaps an A.L.A. or national commission staff position could be created with the sole responsibility for "seeding" ideas--a person who travels to state and regional meetings, talks to officers of all types of library and information science associations (in person--we're all too busy to fill out questionnaires. Therefore information gathered in this way is frequently spotty and incomplete!)

Some specific examples have led to my concern about this problem. At every meeting which I've attended in my nine years in the profession there seems to be a recurrent theme: "What are you doing in your area in Continuing Education and Public Relations? Is it effective? How? Why/Why not? Why are we always "re-inventing the wheel?" We've just finished a series of workshops and discover we could have used the package developed one state away and spent our research and development money on another subject, and shared with each other--but we had no way of knowing what had been done.

Last year I developed a workshop for a consortia. This is one way of spreading one piece of work over several states, but just today I had a call from a librarian in another state asking if I knew of any workshop being given in Colorado in a specific subject area, and my best help was to give him three other people to call. While this may be an example of "people helping people"--a favorite library cliche--there needs to be a coordinated plan to bring together the efforts of such groups as:

1. AALS Continuing Education Study (Stone's work), and
2. each State Library Agency's work in Continuing Education
3. Consortia programs (such as WICHE)
4. regional programs (MPLA, SLICE, etc.)

These could be interfiled by:

1. subject or title
2. state
3. agency
4. contact person

COLORADO LIBRARY ASSOCIATION

and should give an outline of content, cost, target audience and some evaluation.

Similar material should be on file and available for state and regional convention programs--library needs and interests are rather similar around the country and we should be able to share effective programs (theme speakers, mini-workshops, panels, etc.)--but we don't know how to get to it!

This seems to me to be an essential link in a National Communication Network, and is an area in which I have not felt the profession has been well informed.

Mrs. Anne Mathews
President, Colorado Library Assn.
Instructor, Graduate School of
Librarianship
University of Denver

(Home: Rt. 3, Box 566
Golden, Colo. 80401
303) 277-0532)

AM/njb

Mona Swanson
Head Librarian
Brookings Public Library
524 4th Street
Brookings, S. Dak. 57006
(605) 692-9407

South Dakota is a rural state with a small population of less than 700,000 people. The people are isolated in many cases and they make their judgments on the information available to them; they are hungry to learn and will respond enthusiastically to learning opportunities offered--when and if they ever are offered. I feel that my observations of South Dakota's people are valid as they are based on a lifetime of living in South Dakota as a student on all levels, student worker, teacher, librarian, homemaker, and citizen of the community.

This month, I talked with two young housewives who live in a tiny community of 250 people located in an adjacent county. These women are not concerned with improved library service or longer bookmobile stops. They are concerned because they have no service. They want current books, reference books, and anything to enrich their lives. These people need service immediately. They also need guidance in obtaining government support for an eventual county and/or regional library.

Three areas of the state are population centers and people in those areas have fairly adequate information centers including libraries, current news, and public services so they can have help in making wise decisions. However, people in more isolated areas have only their television with limited, digested news reports, (in some areas, only one or two stations can be received), day-old regional newspapers, (usually conservative), local radio stations, and local newspapers. They consume what is fed to them in the popular media and assume they have all the facts. However, if you polled those people as to whether or not they needed better public library service or better information,

Mona Swanson
Head Librarian
Brookings Public Library
524 4th Street
Brookings, S. Dak. 57006
(605) 692-9407

they would say: "Oh no, we have a little library in the courthouse." "I've got plenty to read with my magazines and newspapers." "I just bought a set of encyclopedias last year." They have no idea that a library is not a storehouse of old novels, or a place for students to use the encyclopedias and dictionaries. They don't realize that the library could provide information on the management of their farms or businesses, make them better informed voters, and help them raise their families and improve their homes.

At least one third of the people of South Dakota do not live in a tax district served by a public library. It is my opinion that the existence of this problem is due to lack of experience with good library service on the part of both citizens and government officials, lack of assessed valuation or other tax base with which to support programs, and the general attitude of South Dakotans that they can "get by" with subadequate educational opportunities for both children and adults.

I believe that the people of South Dakota do not know the enrichment that is missing from their lives. I have isolated proof of that fact; I serve a library in a county of 24,000 people - about 10,000 of them live on farms or in small towns of less than 1,500. In March of 1973, Brookings Public Library instituted mail order service to people who hardly knew libraries existed. Nearly 350 families use the catalog to order books through the mail, and we receive constant thanks for providing this enrichment for them.

I believe there are at least three ways to begin to meet the information needs of South Dakota people:

Mona Swanson
Head Librarian
Brookings Public Library
524 4th Street
Brookings, S. Dak. 57006
(605) 692-9407

1. Establishment of a more equalized financial support for all counties through state or federal funding.
2. Establishment of regional libraries so that professional library services can be offered to all citizens, either directly or indirectly.
3. Programming of continuing education from the State Library for persons who serve as librarians in the remote areas.

These thoughts are not original with me; the state library administration is working on proposals, but financial backing is a necessary component to implementation of any plan.

UNIVERSITY OF COLORADO LIBRARIES

BOULDER, COLORADO 80302

To: National Commission on Libraries and Information Science

From: Mrs. Virginia Boucher
Head, Interlibrary Loan Service
University of Colorado Libraries

Chairman, Interlibrary Loan Committee
Reference and Adult Services Division
American Library Association

Subject: Testimony for the Mountain Plains Regional Hearing on 18 September 1974 in Denver, Colorado

Date: 15 August 1974

For the past two years, I have chaired the only national committee on interlibrary loan problems - the Interlibrary Loan Committee, Reference and Adult Services Division, American Library Association. For seven years I have run the Interlibrary Loan Service of the University of Colorado Libraries. And for twenty years I have worked with the problems of public libraries, university libraries, and special libraries (including those in private industry) and the enormously diverse needs of the researchers, scholars, students, and general readers who are their consumers. Hence, I do indeed appreciate this opportunity to comment on the aims and purposes set forth by the National Commission of Libraries and Information Science in its "Introduction" to A National Program for Library and Information Services: A Synopsis of the Second Draft Proposal (June 1974).

First, I am in firm agreement with the basic assumptions set forth by the National Commission. While a strong feeling of cooperation exists among libraries in the mountain plains region, resources of these libraries are certainly not adequate to meet the tremendously varied needs of those who inhabit the region. There is no single library within this region with collections as strong as those found on both coasts and in the mid-section of the country. Furthermore, it cannot be emphasized too strongly that time and money are still the major concerns of the library user who "wants what he wants when he wants it." What can a national commission concerned with planning on a national scale do to help?

A brief explanation of interlibrary loan is in order before proceeding to the comments which I want to make concerning education, finance, and management.

Interlibrary loans are transactions in which library materials are made available by one library to another, including the provision of copies as substitutes for loans of original materials. The purpose of interlibrary loans is to make available materials not owned by a given

library in the belief that the furtherance of knowledge is in the general interest. The major segments of the interlibrary loan transaction are: 1) the interlibrary loan interview with the library user - complete with bibliographical ramifications, 2) verification, or the searching out of the veracity of the bibliographic information which must be transmitted to the lending library in order to obtain the material, 3) location, or discovering which library holds the needed material, and 4) loan management - the communication and "housekeeping" needed to obtain and to return the material.

EDUCATION FOR INTERLIBRARY LOAN

Education - ranging from on-the-job training, to formal instruction in library schools, to continuing education for those in the field - is of primary importance in improving interlibrary loan service in the region and in the United States. A tremendous job needs to be done in the areas of interviewing techniques and work with library users, in bibliographic searching and the bibliographic and locational use of reference tools, in exploring the purpose and use of networks, in understanding and putting to use the new technologies which can speed up interlibrary loan service.

FINANCE OF INTERLIBRARY LOAN

Good interlibrary loan service does not come without the expenditure of funds. "Willing" libraries with heavy lending programs are rapidly becoming "unwilling" libraries because of the unequal burden. There must be an equitable method of finance instituted by means of state and national payment for services rendered. Efficiency in service should be fostered by the use of good, local management practices, bibliographic centers, and telecommunications.

MANAGEMENT OF INTERLIBRARY LOAN

The place of computers to help with the verification, location, and such record keeping functions of interlibrary loan as switching and accounting needs to be investigated. Telecommunications need to be implemented and expanded to speed message and material delivery. Bibliographic centers for the difficult tasks of verification and location are needed to serve smaller libraries without the tools or the expertise for these tasks. There needs to be a mechanism whereby a given state or region's resources are exhausted before loans are referred outside of the state or region to the larger research libraries which now bear such a heavy interlibrary lending burden. There needs to be a source of last resort for bibliographical questions as well as delivery of material.

Interlibrary loan works today as an example of cooperative use of library resources, but the impingement of time and money concerns threaten the existing system. Information required by whatever individual, for whatever purpose, from whatever location delivered in the least amount of time and at the least expense must become a library fact of life - not continue to be a library fiction.

S D E M A

SOUTH DAKOTA EDUCATIONAL MEDIA ASSOCIATION

300 West 12th
Mitchell, South Dakota
August 26, 1974

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for the invitation to submit thoughts on Libraries and Information Service in South Dakota for your hearing on September 18, 1974. As I make responses to the particular questions, two suggestions for improvement of library service, especially for schools, will keep cropping up. They are as follows: 1. The need for a designated person on the state level to coordinate and direct school library-media programs and systems, and 2. The need for regional libraries and media centers to serve our school children.

1. Strengths and weaknesses:

One of the most obvious weaknesses in the school library program throughout South Dakota is the lack of a person designated with the responsibility and stature for direction, coordination and support of school library-media service in the Department of Education and Cultural Affairs. Financial programs are delegated to persons within the Division of Secondary and Elementary Education, but there is no one person designated to whom school librarians can turn for assistance or who will inform librarians about legislation, or work for needed legislation, share new techniques, coordinate workshops, or just build public relations with administrators, legislators, or the general public.

As a result, standards that have been set have not been met, and students, in many instances, may suffer because their community lacks adequate library service. Many school librarians are teacher-librarians still striving to meet very basic research needs under difficult situations. Funds are being cut back, and books, periodicals, and other audio-visual materials are increasing in cost so that it is becoming increasingly difficult to maintain good libraries. This condition is causing more schools to rely on the services from the State Library at Pierre. Realistically, the State Library can not ever hope to supply all the requests from the schools and continue to do their designated job.

A greater gap is building between the demands on various kinds or research and the sources available. May I cite a personal example? Just this last month, my daughter requested on interlibrary loan any kind of information on learning Swedish. Nothing is available in the eight state region. This really isn't an unusal request.

The leadership within our professional groups have been involved in a struggle for identity. During the past several years within the state educational association, we have had 4 school librarian organizations and 1 media association. Hopefully, this fall one school library-media organization will emerge that will provide the basis for leadership and speak for elementary and secondary schools represented by membership in the South Dakota Education Association.

This organization does not include all educators. We still have a number of educators interested in media and library information services outside of the SDEA. For this reason, a new group may be formed to serve those needs of people interested in communicating with media in industry, medicine, religion, military, civil defense, etc. These persons have expertise and leadership too valuable that can be utilized to develop a system of information exchange.

2. Inter and Intra-State cooperative efforts:

The entire support for inter and intra state cooperative efforts has been dependent upon the state library and its system of inter-library loan. Colleges and universities have also developed their systems. Local school systems have devised their own cooperative arrangements. What is lacking is a regional source to provide more efficiently A-V materials for public schools and private schools, vocational schools and other training institutions that they cannot provide for themselves. For example, it is far too expensive to purchase a 16mm film for many of our South Dakota schools, but a cooperative regional center could purchase and loan these to area schools.

During the past ten years, conferences of various sorts have been held on the state level to spell out the needs of school library service. There has been little follow through to implement the suggestions made.

3. State participation in the National Program:

Not being fully aware of all the obligations or benefits of a national plan, it is difficult to say this alone would encourage participation. Certainly it would appear that any national program would bring pressures on our state that we would be obligated to upgrade our programs--both in the public library sector and school library area. Our state is going through a sudden surge in expanding the vocational

educational programs, while higher education is holding its own or decreasing slightly. These vocational schools will place demands on the local school district and public library and as yet, no segment of our state has accepted this responsibility to provide adequate informational services to this group. The handicapped, the elderly, the minority groups are also increasing their demands on both school and public libraries. It would appear that South Dakota would have everything to gain by participation in a national program.

4. Traditional library and information services:

It appears that the traditional library services are taking a different form. Most school libraries are becoming media centers offering both print and non-print materials. The North Central standards have been modified and instead of requiring qualified librarians for so many students, stating one professional and other clerical help. This is now developing a need to classify staff and spell out duties, responsibilities, and salary. If additional aid can be given to encourage local participation, means other than population and local effort may have to be considered. Many South Dakota communities are distressed areas or contain highly mobile population. These elements are reflected in the tax support of local programs. Lumping library programs in revenue sharing with roads does not really induce building good library information systems. Too much money in South Dakota in revenue sharing has gone for purposes other than libraries, and even though the object was to free other monies for various projects, libraries didn't come out that far ahead.

5. Technology:

I have been associated with the only Dial Access Information Retrieval System in the state. It was a Title III Demonstration project. We have found that our limitations on our project were funds and imagination. Due to a cut back in our project we were only able to develop the program within one building, the Mitchell Junior High School. It is possible to go beyond the confines of the building through cable or microwave. It is also possible to add video and extend even further the information system.

Instructional Television is slowly covering the state. There are still some areas that are not covered by the state network.

Cable television is offering to the educational community the greatest opportunity ever, but school districts lack funds to take advantage of this system and develop the proper facilities to relay information. Here is where grants could be made available to develop Local Educational Opportunities on Cable Television.

Telephones are not utilized as they should be. Something could be worked out for educational rates for conference calls. WATTS lines do help make service more readily available from the state library. If librarians have to pay for their own calls, service is cut down or delayed. Further examination of the devices which copy materials over the telephone and translate them at the receiving end should be explored. These too could save valuable time and energy.

6. Continuing education:

Continuing education for librarians is still in a floundering stage. Whose responsibility is it to provide in service training for librarians? Many librarians need basic skills courses especially if they are in smaller schools in the role of a teacher-librarian. We need to upgrade all the libraries, equip the librarians so they can coordinate available resources and know how to locate materials they don't have available locally. We need to help librarians develop their skills so they can help preserve local history materials and make this available for the bicentennial.

We need to train clerks and paraprofessionals in basic skills so the professional is free to help students and plan curriculum support.

We have to have recognition from other states and from federal program writers for our Master's Degree in Library Media. In many instances job qualifications from many areas specify "Graduate from an ALA accredited school." We feel our graduate program is serving and filling a definite need. We also feel that students trained in library-media can provide very good service and that programs of this nature should not be eliminated from participation in federal funding because the librarian is not from an ALA school.

If the regulations are still going to be based on ALA recommendations, then these schools should be willing to come into areas such as South Dakota to provide inservice training. They should be willing also to provide a working relationship and even a reduced tuition rate for students coming from a state not providing ALA instruction. Another alternative is to provide assistance to the school of higher education in each state to see that ALA accreditation is available within areas of reasonable distance.

Courses in communication technology, utilizing Cable TV, computer, and other technology should be available to implement good information exchange.

7. Service to Indians:

This question probably can better be answered by Dr. Del Colwell, Director of the Library-Media Graduate Program, University of South Dakota, Vermillion, S. Dak. His pilot program for the Master's degree was designed for Indians. The outgrowth of the program was the general Library Media Graduate Program currently offered.

Previous efforts were made through the Indian ICAP for training paraprofessional help both at the University of South Dakota and on the reservations. How much is being done at the present time is not known.

Requests are being made and resolutions drawn to include South Dakota history and Indian Culture as part of the certification requirements for a teaching certificate. If these requests are granted, it will mean South Dakota will need to find the resources to teach the teachers.

Efforts are being made to establish community colleges on the Indian reservations. They are also teaching the Lakota language. USD is also teaching Lakota. Seven years ago efforts were made to record the oral history of the Indians but follow through efforts or results are not known.

Educational efforts of training begun by the Indian Community Action Project are bearing fruit. Many of the persons who began with the inital program have obtained their GED, and additional college credits for AA degrees or are nearing completion for the BA degree.

Basic needs of food and shelter still need to be met. If these human needs are met, persons can be found on the reservations or in the college community or in the community at large to work with Indian people, provide them with the educational tools they need to communicate.

Additional efforts can be made to facilitate the gathering of this information. Here funding of special projects for states would be an impetus and give uniformity and availability of a vast source of information.

If I may be of further assistance, please let me know. I appreciate this opportunity of sharing our position with your group.

Sincerely,

Ardis Ruark
(Mrs. Roger D. Ruark)
Secretary-Treasurer SDEMA

RONALD V. NOEMAN, DIRECTOR
KEARNEY PUBLIC LIBRARY
KEARNEY, NEBRASKA 68847

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AN OVERVIEW OF LIBRARY INFORMATION NETWORKS IN THE REGION OF THE MOUNTAIN-PLAINS LIBRARY ASSOCIATION

RONALD V. NOEMAN

This overview of library information networks in the states encompassed by the Mountain-Plains Library Association is a direct result of a suggestion by the Editor of the MPLA Quarterly.

Information was obtained by writing either to the State Library or Library Commission in the states of Colorado, Kansas, Nebraska, Nevada, North Dakota, South Dakota, Utah and Wyoming. Each agency responded either with information on the state's information network or, as happened with Nevada initially, with information about plans for the future and then the news about the implementation of those plans.

This information was read and interpreted. These interpretations were then sent to the various agencies for their reactions and, when necessary, corrections. To this end bi-contact, six of the eight agencies responded. To expedite the overview, it was assumed that the two non-respondents did not observe any major misinterpretations and consequently did not respond.

In any event, the positive benefits of this survey are due to the cooperation of the heads of the state agencies and those on their staffs concerned with

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information networks. The mistakes are solely mine.

But why do such an overview? For one reason, such a survey has not been done and for those interested in library information networks - and especially those in operation within the Mountain-Plains region - there has been no one place to go for such information. For another reason, as plans are projected for possible interstate network cooperation it should be helpful to know network differences and similarities.

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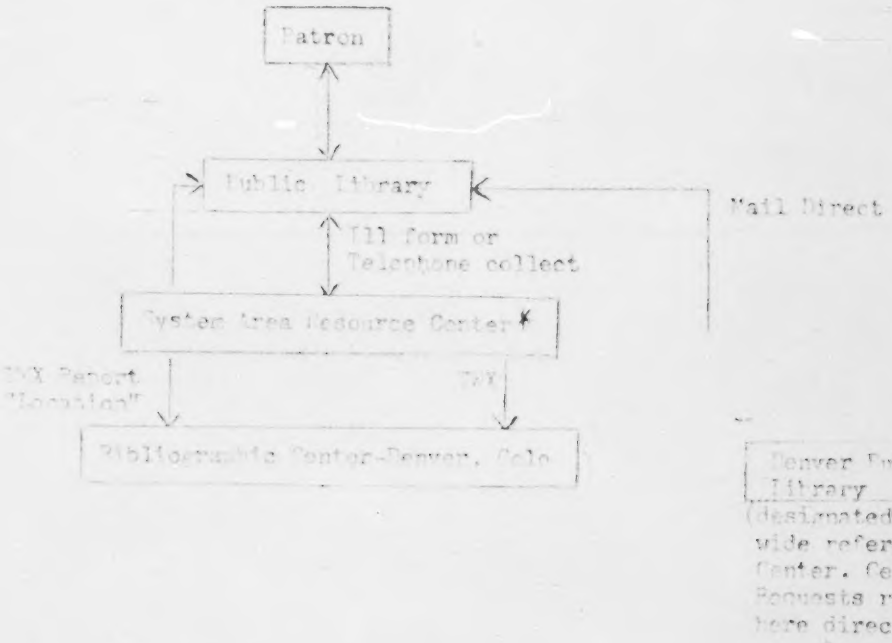
C O L O R A D O

State Wide Reference Network



* There are seven System Area Resource Centers.

Colorado State Lt. Denver, Greeley and Pueblo public libraries as SARC's re directly via teletype to Bib Center. Durango and Garfield County public libraries as SARC's send requests via teletype to Western Slopes Clearing house at Grand Junction Public Library which then, when necessary, refers requests to Bib Center.

Libraries in northern Front Range corridor operate a courier service. Routes meet in Denver. Owned by State Library and with membership fees. Administered by Denver Public Library.

Mesa and Montrose Libraries are to serve if requests channeled through public libraries.

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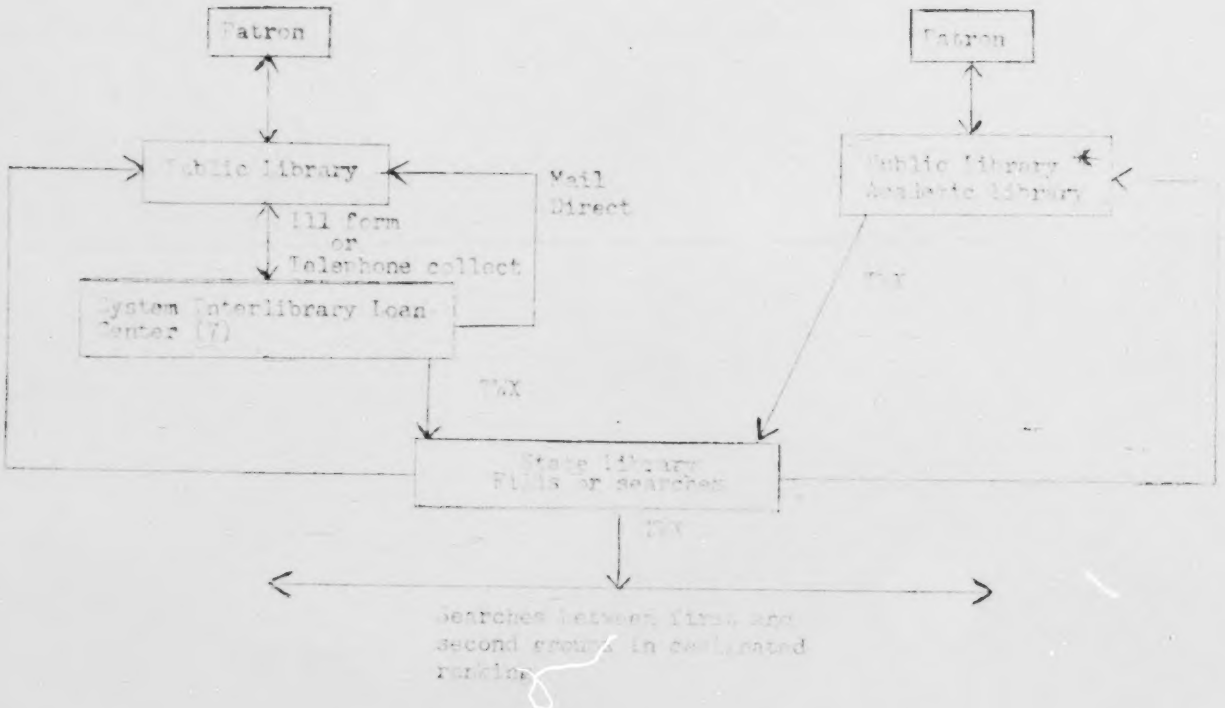
K A N S A S

Kansas Information Circuit



* The "Big 5" public libraries: Kansas City, Lawrence, Salina, Topeka and Wichita plus the libraries of the University of Kansas and Kansas State University connected to the State Library without system participation. There are 41 public libraries which are not members of KIC.

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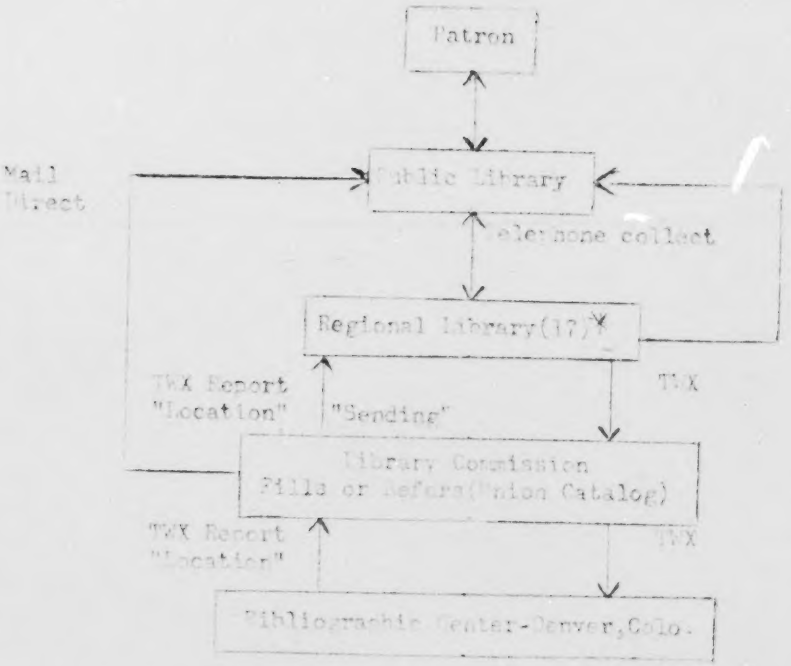
N E B R A S K A

Nebraska Library Telecommunication Network



* Also part of CLIC and having TWX are the Libraries of the University of Nebraska - Lincoln, the University of Nebraska - Omaha and the University of Nebraska Medical School - Omaha.

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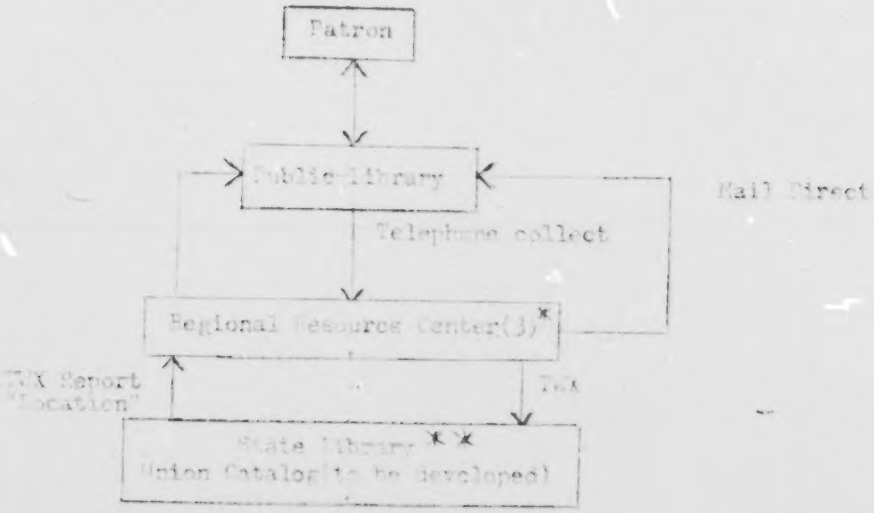
N E V A D A

Nevada Communications Network



* Also part of NCN and having TWX are the libraries of the University of Nevada - Las Vegas and the University of Nevada - Reno.

** The California State Library is contacted for out-of-state locations.
A courier system for the southern half of Nevada is being developed.
A teletypier service interconnecting the State Library, UN - LV and UN - R is being developed.

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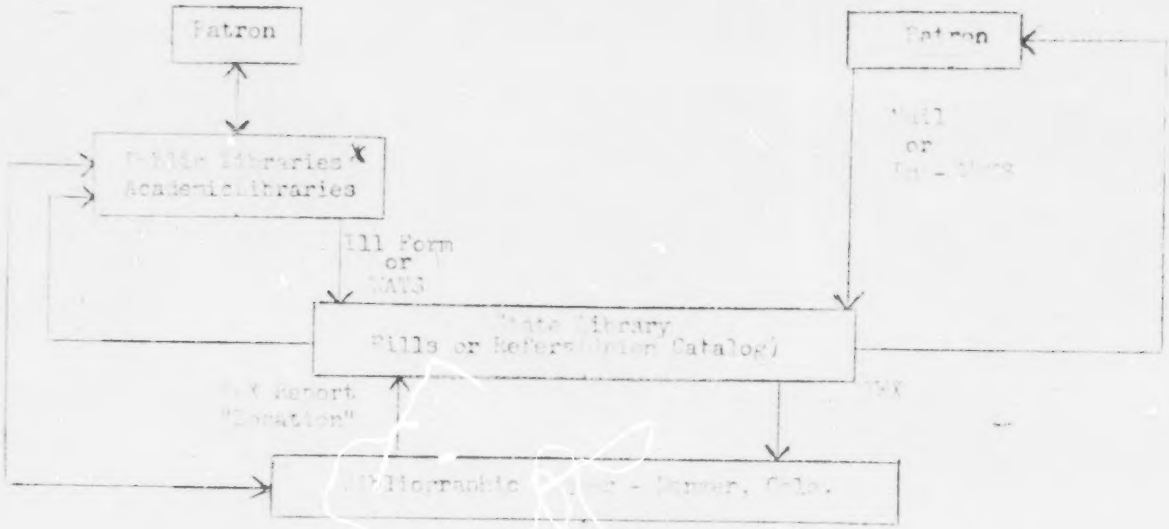
S O U T H D A K O T A

South Dakota Information Network



* If the library has a professional librarian, the librarian either can go direct to Bib Center if State Library has verified that the material is not in the state or go through the State Library as the 4th Network.

In fiscal 1977, telelynx machines will be placed at the State Library and the libraries of South Dakota School of Mines and Technology, South Dakota State University and the University of South Dakota.

Also, exact instrument equipment will be installed on telelynxes at State Library and South Dakota State University to allow terminal at the University of South Dakota.

Future plans call for installation of compatible equipment in other major [illegible] libraries in the state.

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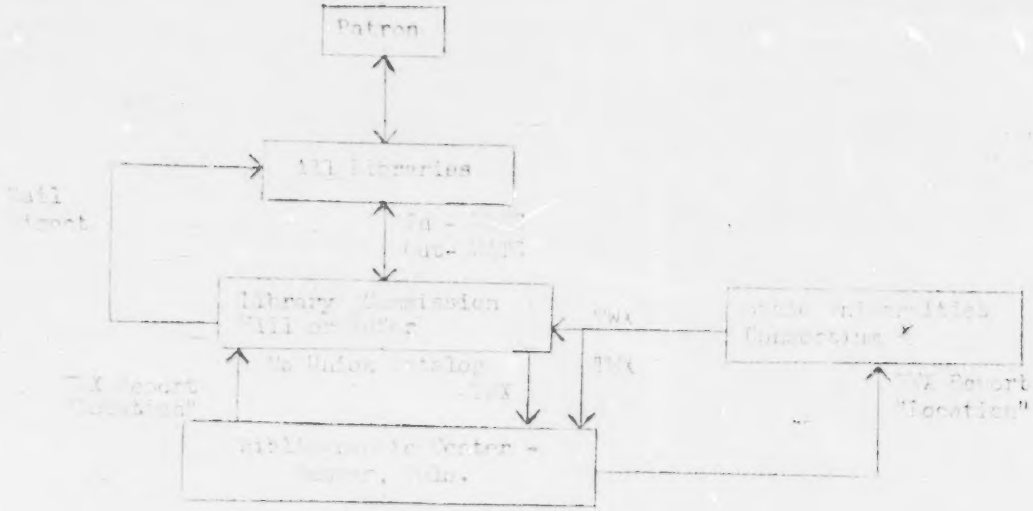
U T A H

Utah Information Network



* Utah Information Consortium composed of the libraries at Brigham Young University, University of Utah, Utah State University and Weber State.

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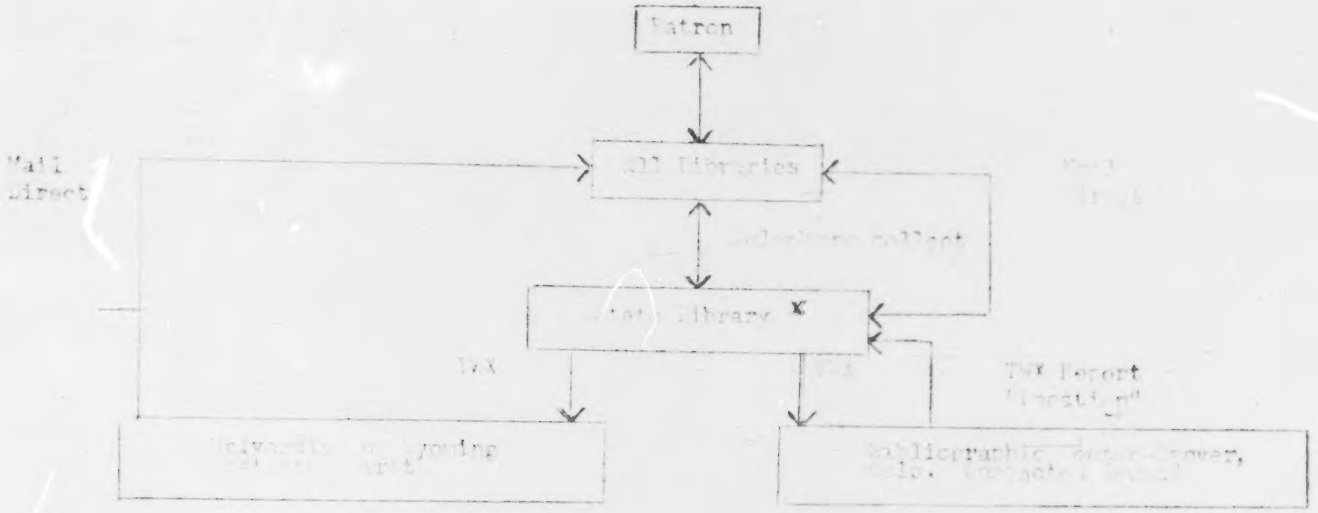
W Y O M I N G

Wyoming Information Network



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From an examination of these networks, several observations can be made. First: all of the networks are pyramidal and hierarchical in that a request moves from the smallest and most numerous and the least capable of filling a request to the largest and less numerous and more capable of filling a request. In addition, in the networks of Kansas, North Dakota and South Dakota there are parallel - but still pyramidal and hierarchical - approaches to the State Library. Second: all of the networks employ similar methods of communications for all use the mail mail (Standard ILL form), the telephone (either collect or WATS), and TWX.

Of the eight library information networks, four either have or will have union catalogs: Nebraska, North Dakota, South Dakota and Nevada (in the development stage) and five have TWX to the Bibliographic Center. The three which do not are those in Kansas, Nevada and North Dakota. Nevada for out-of-state requests more logically goes to the California State Library and North Dakota has moved eastward to the Hennepin County Library and the University of Minnesota.

Several states either have developed or are developing additional network services. In Colorado, the Denver Public Library has been designated the State Bibliographic Center and certain requests are referred here directly. A telecopier service is being developed in Nevada. This service was foreshadowed in the pioneering work of three makes of telefacsimile equipment made by the University of Nevada - Reno (known in 1967). South Dakota is also offering a telecopier service. North Dakota is developing a statewide book catalog to be distributed on microfiche. There are courier services in Colorado, Nebraska and Nevada.

This overview will close with several questions. Since there are now functioning library telecommunications networks in all of the states within the Mountain-Plains Library Association area, why isn't cooperation between the various states possible? What needs, of whom, have to be known for cooperation to be established

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And, finally, what should, and can, be the role of the Bibliographic Center in the development of a functioning regional library information network?

TESTIMONY FOR MOUNTAIN PLAINS REGIONAL HEARING

The county library and the Southwest Kansas Library System provide the greatest strength in the growth of libraryand information services in the thinly populated, primarily agricultural areas. The county libraries have a broader base for tax support and greater patronage involvement than those libraries supported by a smaller governmental unit or those very small ones sponsered by local organizations and having no tax support. The Stanton County Library, in which I have been interested for many years, owns 14,000 books and circulates an average of 29,310 books a year, in a county with a population of under 2500. It has an annual budget of $26,750, and is open forty-five hours per week. The scope of its service is broadened by the benefits available through the system, of which it is a contracting member. The system provides, among other things, film service, rotating book collections, talking and large print books, union catalog, and services to minority groups.

Perhaps the greatest weakness in the lack of well trained personel, particularly in the very small libraries, some of which depend almost entirely on volunteer personnel. Some of these very small libraries are open only a very few hours a week and do not belong to the system so cannot make use of its services. This situation could be improved by the expansion of the system services, such as mail order and dial-a-book plans.

Intra-state co-operation is very good in Kansas and the inter-library loan circuit is widely used. Legislative support is good, but, of course, larger appropriations could be used to improve and expand services state wide. The function of the State Library is not clearly defined and the State Library Commission has only an advisory function. The service could be improved through development of more special collectinns, Agricultural information, for instance.

There is no Inter-state co-operation and a regional plan would be valuable to us, located as we are, in the extreme southwest corner

of the state.

This area received much benefit from the personnel training which was provided by a federal grant and we would be pleased to see such a program re-instated. It is questionable whether this area would feel participation in a National Program would be worthwhile.

All libraries could make more use of local radio and TV stations if trained personnel were available. Cable TV is not generally available. The use of the telephone could be expanded through the installation of answering services and other devices.

The people who work in libraries do need continuing education, in the fundamentals of library science and in general education background. These programs should be as nearly local as possible because of the sparce population and travel distances involved.

This area has no [illegible] Indian population but is making a real effort to serve the rather large Mexican-American group.

Bernice Nestle
Lakeview, Ca 96055

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UTAH TECHNICAL COLLEGE at Provo

August 6, 1974

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity of expressing our grass roots opinion on library service. We in Utah feel that we have a very special problem peculiar to this state alone.

Although Utah looms large on the map and we are spread out over a great territory we have a very limited tax base from which to draw any library support. The State of Utah is 72% — almost 3/4 owned by the Federal Government. This includes monuments and Federal Land Management holdings, Indian Reservations, etc.

It would seem that there should be some way in which we could broaden our revenue base to serve people who are scattered over this vast area.

Remote areas have to rely on Bookmobile services or direct mail, which you are aware, are quite expensive. Basically the structure is set up for information services, but it certainly requires more money to impliment such extensive service over so many miles. Many of our counties are still not serviced by Bookmobile or any other way, and with no available funds may not be in the future unless we can find some way of having federal help from all the federally owned land within the State of Utah.

Your consideration of this important aspect of library service would be most appreciated.

Sincerely,

George W. Tanner

George W. Tanner, Librarian
Utah Technical College at Provo

sh

PLATTE COUNTY PUBLIC LIBRARY

WHEATLAND, WYOMING

August 18, 1974

National Commission on Libraries and Information Science
Suite 601
1717 K. Street, N.W..
Washington, D.C. 20036

Frederick H. Burkhardt, Chairman

Gentlemen:

Thank you for the opportunity to state the views of a small public library in Wyoming concerning assistance we need to furnish adequate library and information service to our people.

Wyoming libraries have an excellent base for improvement of information services. Cooperation between the local and County libraries, the Wyoming State Library and the University of Wyoming, and utilization of Bib Center at Denver is operative and rapport is excellent. A Wyoming Library Association is responsive to the needs of its members, and has implemented an Interlibrary Loan code which will facilitate use of all collections within the state. We have a great number of persons who are interested supporters and patrons of libraries. We have many informed and dedicated personnel at both State and local levels.

Our greatest weakness is lack of funds to provide efficient and trained personnel at both State and local levels, and to provide techniques as well as hard and software for information retrieval. Plans for national networks is excellent--PROVIDING THE FUNDS AND SERVICES DO ACTUALLY ARRIVE AT AND ARE USED AT THE LOCAL LEVEL. Innovative programs originating and executed at the State level which have no practical application or use at the local level waste funds and do not help the local public libraries for which the funds were intended. The local patrons are deprived of the services which they need at the local library level. Funds intended for public library service should not be spent for school library service, unless the schools provide equal services to public libraries, which they definitely do not, at least in Wyoming.

Local level library personnel must have have inservice training programs which are planned with their needs in mind, and which are led by competent, experienced persons. We have had too many "make-do's" offered us when we need specialists to assist us with specific problems. CONTINUING EDUCATION PROGRAMS (INSERVICE TRAINING) ARE ESSENTIAL. THEY MUST BE RESPONSIVE TO LOCAL NEEDS; EFFECTIVELY PLANNED TO BENEFIT LOCAL PUBLIC LIBRARIES; CONDUCTED BY INFORMED, EXPERIENCED AND EFFECTIVE PERSONNEL. Generalizations are a waste of time and money. Specific and applicable answers to real local problems should be offered.

Telephone communication networks are in use and are very suitable for Wyoming. We need funds; leadership and interest of informed persons to develop and extend this powerful potential, which is particularly well-suited to Wyoming needs. Cable TV, at the present time is absolute wasted effort outside possibly three heavily populated areas in Wyoming. Use in those areas where it is feasible is fine, but those areas should not be served at the expense of the vast number of persons who do not benefit

Respectfully yours,
Ruby Preuit, Librarian(Member of Survey and Evaluation Committee)

BIG PINEY PUBLIC LIBRARY
BIG PINEY, WYOMING 83113

BONDURANT LIBRARY
BONDURANT, WYOMING 82922

SUBLETTE COUNTY LIBRARY
PINEDALE, WYOMING 82941

August 6, 1974

National Commission on Libraries
and Information Science,
Moutain Plains Regional Hearing on Libraries,
Denver, Colo.

To Whom It May Concern:

Sublette County, Wyoming, was the last county to gain legal status in 1921 and it was also the last Wyoming county to establish a county library system in 1958. Today the Sublette County Library system, with a collection of only 27,473, serves a population of 3,700 and produces an annual circulation of well over 10 pieces of library materials per capita.

We feel that the cooperative use of interlibrary loan and Inforamtion Services from the Wyoming State Library enables our small system to better serve our patrons. Without the information materials from the Wyoming State Library, our patrons would be deprived of a very important library service. It is not economically feasible for the purchase of many of the more expensive reference books for our small collection. So access to the Information Services through the use of the Wyoming State Library telephone credit card gives us a quick and wide range in serving the patrons. This service is invaluable to the Sublette county library system.

The Wyoming State Library presently operates a very efficient Information Services department and we feel that it is imperative to continued good library service that this service be continued and to be further developed.

So, it is our personal belief that county libraries can continue to meet the growing demand for information only through a well-organized library service center in each state and a regional computerized bibliographical center. This would require further continuation and development in each state of:

1. An all inclusive reference collection.
2. A well trained staff of reference librarians.
3. A library communications network (telephone, teletype etc.)
4. An interlibrary loan department.
5. A union catalogue.

It is also our personal belief that institutional libraries in each state should have the support of continuing funding for library collections and trained library staff.

Ethelyne Worl

Ethelyne Worl, Sublette County Library Director

THE STATE OF WYOMING
DEPARTMENT OF EDUCATION
CAPITOL BUILDING
CHEYENNE, WYOMING 82002

ROBERT G. SCHRADER
STATE SUPERINTENDENT

August 16, 1974

Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street, N. W., Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

I certainly concur with the findings of the National Commission on Libraries and Information Science. Each member of this Commission should be commended for a thorough assessment of basic facts relative to the inequities existing in libraries. Wyoming needs to expand information service availability to its residents. Our present State and County Public Library System, although vastly improved in the past decade, provides very limited information relevant to user needs. An independent, non-profit corporation does exist which bases its computerized information bank on user input, but there is little or no coordination between this service and public libraries.

What is not needed in Wyoming or anywhere else would be duplication of effort. Federal monies may be made available for information and referral services if states and groups of states coordinate their effort toward a common goal. Wyoming has one very good service agency, "Wyoming Information and Referral Services, Incorporated". However, this same type of service is being planned at the State and local level, which would obviously result in duplication of effort.

I certainly agree with the Commission's report regarding cooperative networks and a need for uniformity in services to the public. However, I do not think that our present existing library structure is usable enough to perform according to a prescribed program outlined by this report.

The key ingredient to the success of any program is not money, but people. Wyoming is relatively sparsely populated with less than 400,000 people, and should support state-wide services rather than its individual city or county residents.

An attempt to reactivate a state-wide telecommunication commission is underway which could provide the communications vehicle for disseminating information to the remote area residents. The Federation of Rocky Mountain States has promoted and supported a Satellite Technology Demonstration for program and

information distribution to small rural area residents. A sharing of information between county and state libraries with Colorado and Kansas libraries through the use of another satellite is being proposed under a "project satellite" by the Federation of Rocky Mountain States. Should any of the aforementioned three projects prove worthy, Wyoming could break out of the traditional role of limited information services.

My recommendation would be for an expansion of the services currently provided by the Wyoming Information and Referral Service, Inc. This service should be regionalized and even nationalized with monies sufficient to provide telecommunication involvement.

I pledge by unqualified support to this worthy objective. May your efforts to improve the country's library and information services bear fruitful.

Very sincerely,

Dale W. Hughes
Coordinator
Instructional Resources

DWH/na

Enclosure

cc: Mrs. Nola Hughes
Executive Director
Wyoming Information and
Referral Service, Inc.

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DEPARTMENT OF THE AIR FORCE
THE ACADEMY LIBRARY
USAF ACADEMY, COLORADO 80840

REPLY TO
ATTN OF: DFSLB

August 22, 1974

SUBJECT:

TO: Miss Dorothy Schwenz
National Commission on Library and
Information Science
1717 K Street, NW
Washington, D. C. 20036

Dear Miss Schwenz

As I indicated to you on the telephone today, there are two items that I would like to report to the National Commission on Library and Information Science as a prelude to its Mountain Plains Regional Hearing on 18 September in Denver.

The first item concerns the lack of resource sharing in this region. I will explain this problem and also make a suggestion regarding a positive role that the National Commission might assume in solving it. Item two is simply a report to the Commission of what we are doing locally at the Air Force Academy in consolidating information resources.

Item One: In this region, the major libraries exist in splendid isolation from each other so far as any kind of resource sharing is concerned. I specifically refer to the following libraries, from North to South: Colorado State University at Fort Collins, the University of Northern Colorado at Greeley, the University of Colorado at Boulder, the University of Denver at Denver, the United States Air Force Academy, Colorado College in Colorado Springs, and Southern Colorado State College in Pueblo. Periodically during the past several years, representatives (administrators) from two or more of these libraries get together and the dialog runs something like this: A: "Gee, as the costs of periodicals and serials spiral, we really should get together more and pool our resources." B: "You are absolutely right. Two or more of the libraries in our area ought to get serious about resource sharing." A: "Why don't we organize a committee to look into the problem." B: "Fine, that's a good idea." A: "Okay, I'll call you in a few days and we'll make some definite plans." B: "I'll await your call." That call, and most other promised calls on the same subject, never was made.

I think that the intentions in the above scenario are always sincere. However, I think the library administrator engages in these dialogs and then on sober reflection he realizes that to analyze resources in one or more libraries will require a lot of labor--full time labor. And he does not have this labor available. In fact, none of these libraries is able to provide full time research people to analyze the local resources and make meaningful recommendations regarding resource sharing.

Suggestion for the National Commission: The National Commission should sponsor the necessary research effort to solve the problem outlined above. The most modest project might be to pay for one researcher who would analyze the resources of two or three libraries and make recommendations for resource sharing. Later a more comprehensive project might be launched which might include more research personnel and a larger number of libraries.

Item Two: I wish simply to report to the Commission that here at the Air Force Academy, we are making positive efforts to consolidate (co-locate) all information resources which are now scattered about the Academy in various agencies and buildings under one roof. We will do this by expanding the present facility or constructing a new facility. The present library building was planned with a more restricted concept of information dispersal than that which has come to be accepted as adequate for an undergraduate institution. Our proposed multi-media resource center will not only allow for space to accommodate normal growth, it will also include facilities for information resources such as audio-visual materials, computer terminals, micrographics, telecommunications, networking receptacles for a range of sharing capabilities external to the local institution, and self-help facilities where all of these resources can be combined for maximum patron service.

I appreciate your allowing the late submission of the above testimony, and I hope you find it useful. I look forward to the Denver meeting next month.

Sincerely

Claude J. Johns

CLAUDE J. JOHNS, JR., Lt Col, USAF
Director of Libraries

Mrs. Monie E. De Haan
973 East 2550 South
Ogden, Utah 84403

August 19, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N. W.
Suite 601
Washington, D. C. 20036

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Dear Mr. Burkhardt,

Thank you for the opportunity to submit written testimony to the Mountain Plains Regional Hearing. I applaud the holding of regional hearings and was most interested in the material you sent about the proposed National Program for Library and Information Services. Because of a change of address, which delayed receipt of the material, and a series of vacations, I have not been able to reply before this, but trust it will be of some help.

Since I am no longer on the Weber County Library Board my opinions are from the point of view of an interested and active library patron rather than from any professional standpoint.

Our library service in Ogden City and Weber County has come a long way in the past 10 years when we changed from a city operated Carnegie Free Public Library system to a County Library system, thereby broadening the tax base. The new Weber County Library was finished in February, 1968, and opened to the public on March 4, 1968. The response was, and continues to be, tremendous.

However, as always, local financing is necessarily limited and it is a constant challenge to keep up-to-date material in all categories available. Since the community has had a county library system there have been well-supported programs to involve more and more all segments of the community, mostly through Branch Libraries and Bookmobile programs.

The one area which, upon inquiry of various friends and associates, would seem to be weakest is in the area of up-to-date technical, professional and scientific periodicals. We need more information of this sort, which, because of budgeting problems, has been cut back.

Concerning the list of 7 topics of particular interest to the Commission, I have not been working with the library recently enough to be well informed as to technological innovations. I do know that the telephone is used extensively.

I, personally, feel being part of a Federal Government program would be advantageous to our local (both county and state) library programs, but many persons from this area historically and traditionally are suspicious of federally sponsored programs, feeling that they thereby lose control (censorship raises its ugly head). However, we have come a long way in updating our image of libraries in general and I believe that through careful and thoughtful presentation and education the concept could be acceptable eventually.

As for continuing education programs, these, I think, should be developed on the local level.

I have no specific knowledge concerning service to Indians living on Reservations, as there are no such Reservations within Weber County. I do know there are various programs throughout the State of Utah sponsored by different organizations (i.e. churches (other than L.D.S.) local schools, Intermountain Indian School) to try to involve and teach the Indian. A person who could give you much more specific in-

formation on this subject is: The Reverend William J. Hannifin, Box #47, Brigham City, Utah 84302. He is Chairman of the Committee for Indian Work for the Episcopal Diocese of Utah. This could be an area which could greatly benefit from a Federal program such as is under consideration.

I hope this information will be helpful. I would be interested in a report of the findings of the regional hearing to be held in Denver, Colorado, in September, if such a report is available. Thank you again for the opportunity of participating.

Yours truly,

Barbara B. De Haan

(Mrs. Monte B. De Haan)

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C. R. CLELAND
Mayor

CLAY LYNCH
City Manager

Councilmen
DAN GRAY
WENDELL G. WAITE
JAMES K. SEASTRAND
DAN MAHONY

City of North Las Vegas

2200 Civic Center Drive • P. O. Box 4086
NORTH LAS VEGAS, NEVADA 89030
Telephone 649-5811

August 20, 1974

National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Attn: Mr. Frederick H. Burkhardt
Chairman

Dear Mr. Burkhardt:

I have wrestled for some time now with a proposed text or statement that would be relevant to your Commission and adequately express our concerns and desires and as well as possible explain, from our viewpoint, the roll of the Municipal Library as we feel it relates to regional responsibilities and its impact and involvement with state and national programs. To organize my thoughts I have picked what I think are the three most relevant areas that you expressed in your letter:

1. The need for library or information services and what need is now or not now being met, and our recommendations for improvement.

2. To review the current efforts as you have explained them and to express our thoughts about them.

3. Our comments regarding the proposed national program for library and information services.

I have made an effort to break these answers down individually and find that I can best express them in a collective statement -- so please bear with me.

As a small Municipal Library adjacent to a large metropolitan area, we have been proud of the national recognition our library has received because of its own initiative and inovation. Our structure is considerably different than any other library in the State of Nevada. We are a division of what is known as a Leisure Services Department. This department consists of

Libraries, Parks and Recreation. The Library functions with a professional staff of librarians and cooperates and inter-relates with the professionals in the other two divisions within the Leisure Services Department. Through this relationship we make up a synergistic arm of public service that competes well for operating funds with Public Safety, Public Works, and other functions of municipal government. This synergistic approach also affords to the community broad informational service to the public both academically and through practical application of certain everyday skills. Some of these have been: auto mechanics for women, household repair classes, introduction to legal aid, etc. Outreach reading programs are offered at recreation centers throughout the community in conjunction with daily recreation programs.

I mention these things in an effort to demonstrate the lack of restraints our Municipal Library has. It has developed a "no fine" policy. It was a leader in the State of Nevada in the reciprocal borrowing movement, and has cooperated since its inception with the Central Service System with our large County Library, Our library is amenable to assisting in providing access to a national resource for personal enrichment and achievement and is highly interested in meaningful "legislation that can be devised for the coherent development of library and information services with safeguards to personal privacy, intellectual freedom, and local, regional and state autonomy". Service to communities must be personalized if there is to be meaningful autonomy. Super agency development and administration lose, in our opinion, that personal contact which makes the library user feel that he is entering the house of a friend.

We will support your proposed national program for library and information service, commend the approach that you are taking, and applaud your further support of local autonomy.

Yours very truly,

R. O. Forson, Director
Leisure Services Department

ROF:mm

TESTIMONY FROM: Willard K. Dennis, Director of Libraries, Kansas City, Kansas Public Library

Frederick H. Burkhardt

I have reservations regarding the proposed funding of a national program for library and information services. Specifically I question the involvement of local funds either for starting such a program or being responsible for its continuation should federal and state funds be withdrawn at some future date. In most communities local libraries are financed from taxes derived from placing levies on personal and real estate property. It would be my guess that the local library which has anything to contribute to any national program has already testified to the lack of funds even though property is taxed to the legal limits for libraries. Politicians are also very sensitive when property owners complain about their property taxes.

A relatively few resource libraries will be furnishing materials to the vast majority of libraries which cannot now nor ever will be able to afford the on-line communications envisioned. Taxpayers of the resource libraries should not be placed in position of paying bills for all potential patrons outside the taxing district of the resource libraries.

In my opinion all funding for a national program should be derived from federal and state grants on a continuing year by year basis. I am opposed to initiating new or unusual demonstration programs without some assurance of continuity of funding especially where expensive personnel services or sophisticated devices are necessary to perform a service.

Furthermore, funds should be given directly to the qualifying major resource centers rather than being filtered through state libraries. In my opinion this is the only way to attain nationwide consistency of access to the national programs by libraries of all sizes and to assure that standards of performance are applied universally.

Willard K. Dennis

TESTIMONY OF THE NATIONAL FEDERATION OF THE BLIND CONCERNING LIBRARY SERVICE FOR THE BLIND IN THE MOUNTAIN PLAINS REGION: PRESENTED TO THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE, AUGUST 16, 1974.

To have good library services for the blind in any area, a three-pronged approach would be helpful:

(1) Convince the administrators that blind people deserve and can make use of excellent library services. That, given proper training and opportunity, blind people can be tax-paying citizens in the mainstream of society. See attached: "What should a library for the blind be?" "What services are reasonable to expect from a library for the blind?" These articles outline somewhat standardized concepts blind people have developed concerning their library services.

(2) Provide guidelines for good library service. Guidelines that would be meaningful and stimulating for administrators, library personnel and borrowers. (The input of the patron is nearly as important as the output of the library.) See attachments already mentioned.

(3) Have communication and interchange between all the area libraries as well as with those in the remainder of the nation, making use of the Union Catalog being developed at the Division of the Blind and Physically Handicapped of the Library of Congress, national WATS lines, regional library association meetings and all other appropriate informational forums.

WHAT SHOULD A LIBRARY FOR THE BLIND BE?

by
Florence Grannis

(Editor's note: Mrs. Grannis is Assistant Director in charge of Library and Social Services, Iowa Commission for the Blind.)

Let's look at the basic philosophy a library is built upon--the borrowers of a library for the blind should have the same library service they would have if they were not blind and lived in a good library area. What does this mean? That each person have the books and information he wants when he wants them. In other words, a library for the blind is a public library using--mostly--other media than regular print. In one way a library for the blind has an edge on an ordinary library--the library for the blind can and should produce special material to order. If a reader needs four references on the manufacture of glass and the library has only one, it can Braille, tape or large type three others. If he needs to write a history of Standard Oil and the most diligent search locates only a brief magazine article on it in the library's collection, there will be undoubtedly some good print information in an institution nearby which can be quickly transcribed into the desired medium.

Someone wishes to pass his high school equivalency tests--where does the library come in? There are very effective print books designed to help achieve this goal.

A library for the blind should have all these books in Braille, tape, large type, and, in addition, math books, spelling books, vocabulary books, etc., should be available in all media to help him strengthen his areas of weakness. Down the line the library should be a resource for each blind person in his community. Someone is studying restaurant management. He should know the facts relating to wines and how to serve them--the library can supply these facts. He should know how to keep books--the library can help him here.

The blind home-maker belongs to a women's club and needs to read the books on the club's reading list. The library should be able to supply them on the desired time schedule. When she takes her turn giving the club program the library can give her books on the topic she has chosen, or provide suggestions for a topic. It can also give her books which will guide her in giving a good speech. When it is her turn to provide refreshments for the other ladies in the group, her library can send her cookbooks and any hints she may desire about proper procedures.

Historically, libraries are said to be the people's universities. A good library for the blind has an ideal opportunity to fill this function. Through telephone, personal, or letter conference all sorts of courses of study can be planned and through on-going communication they can be adhered to or deviated from as the readers desire. The library can provide bibliographies on virtually any subject. It can answer questions on practically any topic.

Agencies that simply select books supplied by the Library of Congress for borrowers and ship them to them are not libraries and are not filling a library function. What is more patronizing than for someone in a remote library office to decide the books the library patrons should read? Can I know what Mary Williams in Peru wants to read because I know she is 45 years old and a high school graduate? Even if I have talked to her on the phone or had a few personal contacts with her, can I know? Just because she has filled in a form that says she wants to read romance, can I know whether she wants Gone with the wind, David Copperfield or Couples? Surely, it takes more time to send Mrs. Williams the exact books she has asked for, just when she wants them, but every library exists only to give service! If Mrs. Williams has no way of preparing a list we can phone her and discuss books, or send a volunteer or paid staff member so that she can get the books she wants, when she wants them.

Fewer than half the people eligible for services from the libraries for the blind use them. Why? Some people simply don't want to read and they have every right not to, but there are undoubtedly people who simply don't use the services because they find nothing they want. Maybe their wants are "way out"--science fiction, the Greek classics, The sensuous woman, The sensuous man. But the libraries should have the "way out" books and be in a position to serve well the borrowers they may have

as well as those already registered.

The talk among the people of the Division for the Blind and Physically Handicapped is that a library for the blind cannot have a balanced collection because books in their media cannot be expected to last more than five years. This is partly because they believe books will be worn out in this time (that is, blind people cannot be expected to be careful of them so that they will last), it is also because the libraries are generally counseled to simply send books out to borrowers, not to register which books go out to which borrowers--that is, not to check them out and to check them in according to regular library procedure. The implication is clear that blind people cannot be expected to behave as regular responsible citizens. Since the Division operates on the premise that the books cannot last more than five years, it sends some of their three million dollars of our tax money down the tubes each year to reproduce some books that should still be in good condition in each library. For example, we have a fine collection of recorded Christmas stories which are read moderately at Christmas time only. They should surely be in the collection but inevitably they sit on the shelf except at Christmas time and our six copies are complete and in excellent condition. But the Division issued this book again and this means one more new book we can't have. Similarly in Braille we have pristine copies of Du Jardin's Double date which goes out now and again, but is never on reserve--along comes new

copies we neither want nor need, and we have to hand Braille War and peace! Without the Division, however, we cannot have a good regional library since it causes most of our books to be produced.

To summarize: An agency that simply selects books supplied by the Library of Congress and sends them to borrowers is not truly a library. A library for the blind should supply present borrowers and potential borrowers the books and information they want when they want them. To do this the library should avail itself of all possible national and international resources for Braille, large type and recorded material. I should have an ample core of volunteers with high standards to produce needed material. Above all, a good library for the blind must demonstrate that it exists only to give service.

August 16, 1974

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K. Street, N.W., Suite 601
Washington, D.C. 20036

Dear Dr. Burkhardt:

As Chairman of the Nevada State Advisory Council on Libraries, I submit these comments. Additionally, I will be prepared to give oral testimony as to Nevada's status and intent regarding the developing National Program for Library and Information Services, at the Mountain-Plains Regional Hearing. It is my pleasure to be part of this effort.

Of primary importance is the willingness, indeed eagerness of Nevadans to enter into a long range national level program. Librarians are aware of the strengths and benefits to be gained from participation, and recognize the importance of planning toward that end. Here within the state, we have begun development of a regional system of networking, sparked by good local leadership and funded by L.S.C.A. monies. We are taking our 'first steps' toward the total organization and communication of library services in Nevada. With our foundations firmly based on regional development, we are at a stage of reaching out to neighboring states and look to the potential of a country-wide interlocking of services. We have much to contribute in terms of enthusiasm and endorsement to the National Program for Library and Information Services.

Nevada is special in several senses. Fantastic in size and spotted with far flung population centers, it has sparcely settled areas that up to recent time have been literally devoid of library services. August 1974 marks the extension of bookmobile service to a three county district, namely Nye, Lincoln and Esmeralda. This service is extended through the Clark County Library District and a L.S.C.A. grant.

The Nevada State Advisory Council on Libraries has emphasized the importance of continuing education programs within the state. Monies have been reserved for training to be utilized only after a long range and total plan is developed, and is being sought from a diversified library leadership throughout the state. Course content, accreditation and specific interest areas are highlighted, and Council is intent that coordination of training programs will be of primary interest.

An informal but effective effort of inter-action exists between key library personnel in California and Nevada. This joint utilization of services should be extended in a unified and planned course of action between states.

We are especially proud of our efforts to record the oral history of the Indians of Nevada. They form an integral part of the history of this state and are part of our collective inheritance. This too, was made possible by a grant of L.S.C.A. funds and local leadership.

Our Governor, Mike O'Callaghan, has demonstrated a concern for the best utilization of state and federal monies for library services. To this end, he has supported the Nevada State Council on Libraries, to act with him and the State Librarian for the best interest of Nevadan's. We endorse the National Commission on Libraries and Information Science, and look forward to working together for the best utilization of library services for the Nation.

Cordially,

Dorothy M. Hamel

Dorothy M. Hamel, Chairman
Nevada Council on Libraries

cc: Joe Anderson, State Librarian
Mike O'Callaghan, Governor
Jack Gardner, NLA President
Council

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Statement of

Mrs. H. F. Johnson, Agriculture Representative

to the

National Commission on Libraries & Information Science

Sept. 18, 1974

Denver, Colorado

I, Jean Johnson, as a 'rural area consumer' of library service do make the following statement to the National Program of Library & Information Science Commission.

It is good to know that an intensive study of library services is currently being conducted. I trust that a comprehensive study of available services and funds to be expended are given priority.

In the rural area, with its isolation of miles between libraries, I am directly concerned with the question, What services will be available to me... in the rural area? In western Kansas, distance is a big problem in getting library service to the people.

Cable T. V. is unavailable. Satellite is for only a small radius as yet. 'ERTS' (Earth Resources Technology Satellite] is creating some startling changes in the information that it is providing and could well be a tremendous force in our changing world.

Regional Systems in Kansas (on the whole) have greatly strengthened library services and helped to change the concept of libraries. Through similar channels is it possible to provide more programs of actions and less administration of the program.

BEST COPY AVAILABLE

The program between staes is practical and should be examined to the fullest. Statewide service should extend all local service.

The need for access is well described but I must register my concern for providing these services to the rural area, regardless of geographical location.

Has the Commission studied CALFORNET? (California Forest Research Information Network) ased on interlibrary cooperation, it seems to ha'e provided a workable example. I recommend that the commission use this for a source of study for implementing services.

Thank you, for this opportunity to present testimony on behalf of the agricultural area of Kansas. We ask that you , as a commission, explore all avenues for direct access of library service to all persons.

Bennett Wrigley
Superintendent
W. Robert Keddington
Asst. Superintendent
Lawrence E. Welling
Asst. Superintendent
A. Mollis Grange
Clerk

Davis County School District

45 East State
Farmington, Utah 84025

Board of Education
Morris Hansen, pres.
Henry E. Peterson, vice pres.
Harold J. Gailey
Lynn W. Burton
Dr. G. Reed Marchant

August 13, 1974

Frederick H. Burkhardt
National Commission on Libraries and Information Science
Suite 601
1717 "K" Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

The invitation to submit written testimony regarding library and information services is appreciated. I have examined the National Commission on Libraries and Information Science Annual Report 1972-73 and A Synopsis of the Second Draft Proposal June 1974 and support the findings and proposals in both.

If I were to list in order of importance the items covered in the first of the above publications number one would be "Funding Problems of Libraries". And because of the nature of my work I would like to make special reference to the paragraph on page 13 about school libraries. It is in school libraries that the basis for lifetime usage of libraries should be established. The success or failure in having needs met in these initial experiences can set the tone for all future expectations on the part of the library user. Our future citizens will never again be as "captive", or in as good a situation for this kind of exposure, both from the standpoint of universality, and also of age, when beliefs and habits are most firmly acquired.

It is imperative that the public schools provide good library service. If taxpayers become library users the support for expanded and specialized needs will follow,

Recommendation:

1. A massive program to educate the public about
   a. what libraries should and can do.
   b. what this Commission finds.
2. More categorical financial aid (too often funds are diverted).
3. Qualifications for personnel upgraded.
4. Greater emphasis on the importance of school libraries, with this emphasis coming from the national Office of Education, and from this Commission, on down.

Sincerely,

Helen P. Sheffield

Helen P. Sheffield
Library Consultant

HPS/bjw

Senior Citizen Center, Inc.
1775 MILL STREET · RENO, NEVADA 89502
TELEPHONE (702) 322-3844

August 12, 1974

To: National Commission on Libraries and Information Service

From: Mary Frazzini

Subject: Material that may be used as testimony at the Mountain Plains Regional Hearing, September 1974.

Older people are in need of special library services. These services must be an integrated part of the total library accommodation and not set apart.

That group of people called "Senior Citizens" must be kept in the main stream of life and not be made to feel different.

Better library service to older people can be provided, for example, by:

1. Required and frequent training that is relevant to new and changing concepts that should be provided for staff and trustees.

2. Surveying older users: In order to determine the services to be provided, we must first determine what the older library users desire, lack or endorse. Each library could conduct a survey of their own older people.

3. A nationwide, well coordinated loan network functioning with fully programmed data centers.

4. Large Print Books:
The type of book in present use is too heavy and not used. Recommend paper backed "Easy Eye" type be substituted for the hard cover books.

5. "Talking Books":
This service should be for all people with eye problems. Older people would use it often.

6. Long term (at least 5 year) general federal library grants combined with state allocations to add to the grants and, also to provide matching funds. Federal grants that decrease in amount while state share increases, are unrealistic and, generally will not be accepted by state legislators.

Mr. Frederick H. Burkhardt, Chairman
National Commission of Libraries and Information Science
Suite 601, 1717 K Street, N. W.
Washington, D. C. 20036

August 16, 1974

Dear Mr. Burkhardt:

Thank you for the opportunity to respond to the Commission. I will be available to testify in person should a need arise. In addition to writing my own views, I have been asked by the Colorado Association of School Librarians (CASL) and Colorado Audio Visual Association (CAVA) to express some of their concerns. It seems appropriate that approximately 1000 media persons from the State of Colorado be heard and that someone speak for them.

Colorado shares the problems listed in the Synopsis of the Second Draft Proposal, pp. 3 & 4 prepared by NCLIS and dated June, 1974. However, every situation is unique despite the thread of common concerns. Because of our unique problems I will reorder the "topics of particular interest to the Commission" and begin with the area of technology.

Our most distinguishing feature, the Rocky Mountains, is one of our greatest barriers to establishing an effective media program in the state. If we are to solve that problem, it will be through technology. There are many kinds of hardware technology including computers, videotape recorders, the tele-lecture concept and the Satellite Project that could help to bridge those mountains. However, it does not seem wise to suggest that one technology or another can solve the problem. Experience has taught us that there is no panacea. There is a danger, too, that the technology might not be used for the people who need it most, i.e., people in the western part of the state who do not have ready access to the fine libraries located in the eastern part of the state. Perhaps the method that should be applied to the entire area of media utilization is that of a "Systems Approach," a careful, systematic look at the many problems to determine how they relate to one another, establish goals to defeat the problems, and then evaluate to determine if the problems have been solved. We do not do that at the present time. Instead, we tend to put our faith in new hardware that show promise, e.g., the Satellite Project, or to develop things piecemeal. I hasten to add that there is a sub-committee from the Colorado Council on Library Development that is working on a sytematic development plan.

Traditional library and information services are capable of doing a better service that is now being done. Too many parts of the state do not have adequate services. Present services can be modified to better serve the people of the state:

1. by further development of the System concept;
2. by insisting through state credentialing that elementary schools employ a qualified media person;
3. by the reorganization of existing media organizations to communicate and cooperate more fully with one another;
4. by development of legislative support;
5. by increasing the financial base of exising programs;
6. by carefully studying the media problem prior to spending the money necessary to develop additional programs.

Continuing education programs are needed throughout the state at all levels of expertise. The clerks and/or para-professionals need to know more of the basics and every professional needs additional training in their specialites. Without careful analysis of the problem it is difficult to state what is needed most, but because of the kinds of libraries and media centers one finds in less populated areas, I would estimate that the nonprofessionals need the greatest amount of help. Professionals need to be brought up to date with what is happening in the audiovisual, television-videotape, and computer areas of media. This cannot be done without greater communication and cooperation between existing media organizations and it cannot be done without greater financial support. Continuing education has begun, largely through the efforts of Mrs. Doris Ellis of the State Library, but it has only just begun and needs additional support.

I do not feel qualified to speak to the needs of Service to Indians living on Reservations. I do know there is a need for ethnic materials to be made available to all the people of the state and particularly to students. Bilingual programs are attempting to fill the need, but that is not enough. We should be training students from various ethnic groups to gather the priceless historical information that is surely to be lost unless recorded on audio and videotape. In the case of the Chicano, historical facts are passed from generation to generation orally much like the bard or minnesinger of old. The younger generation is being urbanized and anglicized and, therefore, not learning the history. When the older people are gone, the history will be gone with them.

One of the strengths of media services in Colorado is the development of the State Library Systems. The weak part of the plan is that the Systems are not correlated with other kinds of media services. This is because the efforts of the school media specialists and that of the Systems librarians are not coordinated. These specialists have much in common, although many act as if they do not. A potential problem for the Systems is that our governor is reorganizing the state into regional governmental areas. These two do not overlap.

There is not a large amount of interstate cooperation. However, professional groups do have their professional ties and the Bibliographic Center has had some exploratory talks with OCLC. The SALINET project is an exciting concept and should be supported. However, the amount of

interaction is limited at present. Colorado is fortunate in having three viable media organizations. The sentiment is growing for closer communication and cooperation between the groups. This may result in reorganization or some kind of merger. Money is too dear and problems are too great to continue separatism. Too frequently, the groups tend to duplicate effort. The desire for reorganization must be a grass roots effort and cannot be superimposed but the proposed National Program could help:

1. by lobbying for State and National legislative support;
2. by lobbying for State and National financial support;
3. by providing expertise in securing grants for local media development.

If the National Commission can deliver the kinds of support indicated in the stated objectives, the state's users would be encouraged to participate. Care must be taken to see that the larger, wealthier cities and districts who have the manpower to write grant requests and thereby build greater empires do not continue to rake in additional money just because they can afford personnel to write the grants. The rich will become richer and our larger problems will still not be solved. A way must be devised to help the poorer areas.

I have one other area of concern. Perhaps this can be done through Continuing Education as well as during formal education, but I feel it must be done. We are in the business of communication. I feel that some effort must be spent in helping our media people to become better inter-personal communicators. I feel that this is where we really fail as media people. We lack the skills necessary to turn children and adults on to media. This concept is threatening to a great many people because it means dealing with self and that is extremely difficult for most of us. I still feel it is vital to successful media programs.

To summarize, I feel we need the Commission's help in pinpointing our problems, in developing a "Systems Approach" to solving those problems and helping us to secure State and Federal financial support.

I sure you have noticed that I use the word "media" where many people use "library." I feel that "media" is the most comprehensive term I can use.

Thank you for the opportunity to write.

Sincerely,

Ray L. Anderton

Ray L. Anderton, Ph. D.
Associate Professor
Library-Media Program
School of Education
University of Colorado at Denver

MARION CITY LIBRARY
MARION, KANSAS
66861

Aug. 17, 1974

Mr. Frederick H. Burkhardt
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

The following are opinions of a trustee of a small public library, who is also a member of the executive committee of a very effective regional library system.

Small city libraries in rural Kansas are being helped considerably by the Regional Systems. These systems must "fight" with each state legislature for their support. If their financial position could be made more secure, they would be better able to assist their member libraries.

The inter-library loan circuit now operating in the state is a welcome extension of facilities. If it can be tied to a more comprehensive circuit across state lines, so much the better. But the many millions of "average" library users and/or potential users, seldom have need for scholarly research or bibliographic services. A position of financial security and help in extension of services to reach non-users of all categories, are basic needs of the vast majority of libraries. I question the value of the proposed sophisticated plan. It seems the percapita cost for the relatively few users is hard to justify.

Respectfully,

Marie L. Morse

Mrs. Roger H. Morse
500 N. Third St.
Marion, Kansas 66861

COLORADO SEMINARY
UNIVERSITY OF DENVER
UNIVERSITY PARK • DENVER, COLORADO 80210

(303) 753-2557

GRADUATE SCHOOL OF LIBRARIANSHIP

19 August 1974

Mr. Frederick H. Burkhardt
National Commission on Libraries
and Information Science
1717 K Street, N. W.
Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt,

It was impossible to meet the 20 August deadline for receipt, in D.C., of written testimony for the Mountain Plains Regional Hearing because of my summer teaching commitments. Realistic awareness of resources and constraints and their effects on the capability of the individual to perform is not a notable characteristic of members of and organizations functioning in this profession. Your short notification time is a beautiful illustration of this pattern.

I should like, briefly, to comment on several phenomena I have observed in the Denver region that I think may be more widespread and that have an immediate bearing on the ability of information-handling organizations to provide better library and information services.

1. Policies and perspectives on employment.

Few library administrators are "research oriented," probably because of their education and training. The managers to whom they report similarly lack this orientation. I observe a failure to understand that some research orientation is necessary among all members of the profession because it is this orientation that enables an individual to analyze his work and his work environment with a questioning mind that leads to inquiries regarding potential improvements. People seem to think that a research orientation is limited to those who do full-time research.

The result of this viewpoint is an employment policy that excludes time for analysis of operations and experimentation with new modes of operation. A vicious situation exists. Research is for researchers; practitioners are not researchers and hence they are not expected to do any research; thus, no provisions are made for investigative activities; a fear and hostility develop to investigative studies of operations; the fear and hostility inhibit mental inquiry and learning; maintaining the status quo is made a virtue and jealously guarded. No inquiry is desired and none is performed to analyze operations in most information-handling organizations.

Meanwhile, social demands for accountability are increasing and dispensers of funds are asking more knowledgable accountability questions. Library administrators and practitioners wring their hands about this, repeating, at least to themselves, "THEY don't understand us."

It is obvious that information-handling organizations are in bad need of funds. However, I think it an open question (open until proven one way or

another) as to whether, with existing budgets, many organizations might be able to provide better services if they performed self-analysis and examined alternatives. An NCLIS emphasis on the worthiness of this enterprise and encouragement of self-study to cope with existing realities might not be popular but it might be fruitful to organizations that needed it.

2. Continuing education.

There is dire need for programs that can up-date practitioners on new technologies, available resources, types of cooperative programs, and research techniques. I have seen much evidence to support the saying, "Ignorance breeds contempt."

I find an interesting phenomenon among librarians in several parts of Colorado. A wide interest appears to exist among public, school, and academic librarians to learn. Lip service is usually given by their administrators to the value of this, but it is only lip service. The practitioners feel trapped, eager to help themselves but unsure of where or how to start.

Where are the continuing education programs to give them? Some so-called continuing education programs that exist appear almost a mockery. They consist of collections of papers by people who talk at practitioners, but don't work with practitioners at levels practitioners can cope with and on items practitioners are interested in.

The Special Interest Group on Education for Information Science of the American Society for Information Science has begun to try to coordinate, develop criteria for, and promote the development of substantive programs for continuing education needs. However, this is a lengthy endeavor. Much time, thought, and collaboration are needed to do substantive program development. Again NCLIS could help if NCLIS could emphasize quality of content in program development. If stress began to be put on quality, not quantity, and this was accompanied by a recognition of the intellectual labor necessary to yield quality, perhaps a good program development effort could be promoted. It is my view that, if properly planned and coordinated, the work of a few could be shared by many nationwide and thus a large payoff could be realized from a small mental and financial investment.

3. Regional cooperation.

Some exists in this area; more needs to exist. There seems a great friendliness among people in this region and a willingness to cooperate. People seem constrained by factors mentioned in (1) and (2) above.

I endorse the objectives of the National Program but can many of the items be made operational before the people component is strengthened? I don't think so, at least if the National Program is to operate cost-effectively and efficiently.

I should like to see NCLIS become a type of coordinating and regulatory arm of government for information services analogous to the FCC. I should like to see NCLIS promote personnel improvement in recognition that this is at the crux of improving operations and services. Stop telling people to change their attitudes. Make it possible for them to improve their knowledge. Then National

Program objectives can be built on a solid foundation.

My point here it that regional cooperation and a lot of the National Program objectives will flounder in places where practitioners' knowledge is deficient and where personnel and organizational management are poor and backward. The unused shiny computer facility in an underdeveloped nation and once-functional tractors rusting on soil in India should be instructive. Most people know that computers and remote terminals exist; they know about tape files and A & I products. As long as they don't get hands-on experience with them, or if their exposure is limited to the perfunctory, that which remains a mystery - unknown - will not be maximally exploited.

NCMIS, please get down to the grass roots. See and accept people as they are. Look behind their personal and organizational facades. How can you expect members of the information services profession to help others until they themselves are helped to become intellectually conversant with the vehicles by which the National Program objectives can be accomplished?

Sincerely,

Rowena Swanson

Rowena W. Swanson
Professor

4505 Moorhead Avenue, Boulder, Colorado. 17 August 1974. School Library Interests.

National Commission on Libraries and Information Science
Suite 601, 1717 K. Street, N. W.
Washington, D. C. 20036

In response to your invitation of July 10 to submit written testimony prior to the Mountain Plains Regional Hearing, September 18, 1974, in Denver, Colo., I write from the point of view of a school librarian, which I am at the moment. I just came back from an Institute in Kalamazoo, and my Eastern colleagues tell me y'all don't seem to care what school librarians think, because you keep scheduling the hearings during the week when they can't get there. Their bosses are getting to the hearings but not them. True?

Before commenting on certain of your seven areas of interest, let me touch specifically on some items mentioned in the hearings during ALA convention, July 1974, in New York.

INTELLECTUAL FREEDOM: One of the hardest-to-get-at infringements against ~~of~~ the right to know occurs in K-12 schools when a school administrator removes material from use because it is offensive to one or two phone callers. No consideration of its merit occurs; it simply disappears... Simply solved, and extensive ramifications hereby overlooked, what is needed is retraining for the remover (the school administrator), ("You have no right to do that in that way"), and for the "removee" (the librarian or teacher), ("Over my dead body!", or, "In a pig's eye!", and, "Sez who?", also, "I'll meet you in front of the Controversial Issues Committee, friend."

BIBLIOGRAPHIC ACCESS: Not much worried about by school librarians. Most student needs are immediate, (as in, "My report is due tomorrow morning"), and many librarians don't have the time to check what's available, verify it, then have the clerk type up the order (or type it himself which is often the case, since he doesn't have a clerk), deliver it to the user, get it back from the user, and mail it back. In many schools, he might have to pay the postage himself.

WHO DOESN'T SUPPORT LIBRARIES? In schools, this group includes old-timey administrators who grew up with collections of books in their classrooms and not much else in the way of libraries; teachers who still don't want to move their teaching out of their classrooms; other school departments who hate to see "that much money" going out of their potential drawing power into the school library media center. You might even make a case that a number of librarians support their own programs only so far - because they know that when the smoke clears and they have more money to spend and many new "things" to peddle, it's going to be still just them alone doing the work. In the past, paraprofessional help simply has not been provided as quickly as have requests for the added services. The provision of helpers to provide the services needed has not kept pace with the services requested.

Now, in relation to your topic list:

1) Strengths and weaknesses: You'll hear from enough people on this.

2) Inter and Intra-state Cooperation Efforts: School libraries hope to see more in it for them from the library systems in Colorado. The 7 Systems are now serving Public Libraries mostly. The pending appointment of a new state librarian (Deputy, by title), is being watched with hope.

3) State Participation in the National Program: Schools here want to see the day when student can pick up the phone in his school library (the phone alone would be a step in the right direction for many libraries) and ask to have a film transmitted just for him in his own library within a minute or two, or have a book in the mail to him that day. We certainly can't expect that kind of service with state funding. So we see great benefit from a national program.

4) and 5). See number 1).

6) Continuing Education Programs: Despite North Central Accrediting Agency efforts, many schools suffer from use of library paraprofessionals, in place of librarians. The movement of North Central into the elementary schools will help, but any training of library aides must emphasize that aides aid, they don't run the place; librarians must keep abreast so they continue to be the Officers in charge of I & E (Information and Education), and not machinists mates; and school administrators must know there is no substitute for the real thing if they are really interested in education and the support thereof.

7) Service to Indians living on Reservations: If you don't get it, seek out testimony from Ray Reese, Bureau of Indian Affairs, National Indian Training Center, P. O. Box 66, Brigham City, Utah, 84302.

Very truly yours,

Frances J. L. Dufraine

Ms. Frances J. L. Dufraine,
Chairman, School Libraries Division
Colorado Library Association

UNIVERSITY OF COLORADO LIBRARIES

BOULDER, COLORADO 80302

August 12, 1974

AIR MAIL

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

I am responding to your request of July 10 for a statement to the National Commission on Libraries and Information Science. Essentially, I am restating my position that I took in my letter of February 22, 1974 to Mr. Roderick Swartz (copy enclosed).

For any network to succeed we need an informed user base and the only way I can see our achieving an informed user base is by library use skills instruction becoming part of the educational system. There is instruction in library use happening in schools from kindergarten on up to the university and beyond but, unfortunately for various reasons, much of this is not retained. I base this last statement on several published research studies and my own work on the lack of information use proficiency by most students and other library users. The solution lies in library skills becoming as important as reading skills are held to be. The only way this can be done is through courses (other than just library skill courses) incorporating good information use techniques as part of the teaching process. I feel the National Commission should be concerned with this national problem of deficiency in library use skills because this deficiency, in short, means a national waste of most or, at best, minimal use of the resources in our libraries.

Thank you for this opportunity to comment.

Sincerely yours,

John Lubans, Jr.
Assistant Director for
Public Services

Enclosure - 1

cc: ALA-IUL Committee File

JL:lm

P. S. I am chairman of the American Library Association Instruction in the Use of Libraries Committee and am basing my views on committee discussions and input from other librarians.

February 22, 1974

Mr. Roderick Swartz, Deputy Director
National Commission on Libraries and
Information Science
1717 K Street, N.W.
Suite 601
Washington, D. C. 20036

Dear Mr. Swartz:

This is a short comment on the draft of the "New National Program of Library and Information Service."

I feel a major part of implementing any network is considering how it will be used by the users of that network. My concern is that, by and large, the user of research libraries or for that matter any kind of library is largely unsophisticated in his approach to information needs. If we could show the user what effective use of information means then I assume we will have, first of all, little difficulty in getting funding for the network and secondly, we would have high use of the network.

I believe there is a need to stress education of the library user and strong promotion of effective information use to misusers and non-users of the library.

I guess what my concern boils down to is that whatever applications of technology we can make, the computerized network will not be well used if the user still functions on a low level of information use.

Sincerely yours,

John Lubans, Jr.
Assistant Director for
Public Services

JL:lm

KANSAS ASSOCIATION OF SCHOOL LIBRARIANS

AFFILIATED WITH
KANSAS-NEA
KANSAS LIBRARY ASSOCIATION

August 7, 1974

Mr. Frederick H. Burkhardt
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

As president of the Kansas Association of School Librarians, I would like to voice my concerns for this organization of 800 members.

School library programs and resources vary across our state according to the local budget, state and federal aid available, and the priorities of the school administrators. Federal programs such as ESEA Title II and NDEA Title III have provided necessary funds for strengthening and expanding these programs.

Since we will no longer have categorical aid and will be consolidated with NDEA Title III and guidance and counsiling (ESEA Title III) it remains to be seen how school media centers will fare. ESEA Title II has been the one factor responsible for positive media center development in Kansas schools.

Today's sophisticated student often requires information of a special nature, historical value or prohibitive cost. Because of budget limitations, few districts can provide this information. Cooperation between public, school and special libraries can provide one means of meeting the needs of todays student. There are some school districts cooperating with public libraries in our state but there are vast untapped resources in special and academic libraries, businesses and other community resources.

I plan to participate in a project funded by LSCA funds starting September 1. 1974 to examine the efficiency of the existing statewide interlibrary loan network and to implement additional interlibrary cooperation programs. But to translate my research into usable information for a national network it seems there must be a unified approach applicable to states wanting similar information. This approach would provide some of the building blocks for national telecommunication linkage. It is not unrealistic for school media centers to be a part of this.

Because school libraries are an important part of the total library community, I was dissapointed to see we were not represented by membership on the Commission nor were we called as witnesses. I feel a state department of education consultant for school media centers would be an informative witness.

Sincerely,

Mrs. K. W. Adriance
506 Pine
Wellsville, Kansas 66092

LUCIANO G. TURRIETTA
Accounting Branch, AEC
P.O. Box 14100
Las Vegas, Nevada 89114

August 6, 1974

The Honorable
Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601, 1717 K Street, N.W.
Washington, D.C. 20036

Dear Chairman Burkhardt:

Thank you for your letter dated July 30, 1974, inviting me to submit written testimony prior to the Mountain Plains Regional Hearing on 18 September 1974 in Denver, Colorado.

In an effort to identify where library services are needed and to assist your commission to bridge the area of services to present non-users, I am submitting a few brief suggestions which are attached.

We Latin-Americans, have felt and experienced the lack of library services, which we feel we are entitled to have. Those services and materials which are available have for the most part perpetuated the myth that Spanish language is inferior and so also those who were born in the Spanish language and culture.

Therefore I feel that your efforts are good and in the proper direction and as a community leader (President, Nevada Association of Latin Americans, Latino Client Community Advisor to Clark County CETA, etc.) I wish to offer my help in specific or general projects for the good of all Americans. Thank you for this opportunity.

Yours truly,

Luciano G. Turrietta

Luciano G. Turrietta

Enclosure

SUGGESTIONS BY L.G. TURRIETTA

The Nationwide Network concept should be further developed to include heavy emphasis on "BI-LINGUAL, BI-CULTURAL AND SPANISH HISTORY LIBRARY SERVICES" throughout the country. Cultural development and Spanish History writings concerned with the National and regional contributions made by Spanish-Surnamed American life in the United States. The type of services which enrich the dignity, and identity of the ethnic minorities. This life enrichment no doubt also has a much greater benefit for our country as a whole. The weaknesses of Library Services are apparent in this state as these concern cultural and history subjects for citizens and non-citizens of Spanish decent whether they are Chicano, Mexican, Cubans, Puertorican or other Latin-American.

I therefore recommend that under program objectives page 6 or 7 of your program a separate objective be added to include in more specific terms (suggested words):

"Provide special services, to Spanish-Surnamed, Spanish Speaking, directed to a more accurate and up-to-date Spanish History, culture and language to enhance the dignity, identity and enrichment of Spanish Surnamed Americans in the United States and to provide incentive for this segment of Americans to use other library services available."

Under the "Nationwide Network Concept item (6) to support Research and Development" add the words ...the relevance of services to different reader communities, <u>the Spanish-Surnamed Spanish Speaking</u>, the effect of new ...etc.

L G Turrietta

Aug 6, 1974

TESTIMONY FOR MOUNTAIN PLAINS REGIONAL HEARING, SEPTEMBER 18, 1974, IN DENVER, COLORADO, NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

My name is C. R. Lake, I reside at 3635 West 15th Street, Topeka, Kansas, and have lived in Topeka all of my life. At the present time, am serving as Chairman of the Board of Directors of the Topeka Public Library, Topeka, Kansas. I am interested in libraries from the standpoint of both a Trustee and a User. The opportunity to offer testimony to the Commission is appreciated.

I shall try to keep my comments as brief as possible and will be glad to elaborate further on any of the subjects mentioned.

First of all, I believe that a study should be made to determine just what services libraries should offer, what services they can economically offer, and then concentrate on these services. Lets not try to be everything to everyone. Advertise our wares by what free publicity we can get and pay for advertising to supplement the effort. Tell the people what we have to offer and how to get it.

Eliminate as much duplication as possible. There is not as much as most people think there is, however, there is some and it should be taken care of.

Interlibrary loan and cooperation needs to be expanded and financed at the federal level. This is the only level having the resources needed to finance such a project. Speed up interlibrary loans.

Work toward issuing National Library Cards, good anywhere in the United States.

A great deal of public relations work needs to be done at all levels. Much of the publi has the wrong impression of libraries. They feel they are too cold and impersonal. We need to change our image.

We need some standards and this can best be done at the National level. These standards should not be too high to start with but should be raised gradually.

We should ask our educators to include more training so that our young people will know how to use library facilities. Above all, we should ask that our young people be taught to read.

Lets not down grade what we have. Most libraries do a fantastic job with what they have to work with.

Somewhere on the National level there should be an information clearing house that could put out a bulletin on a regular basis telling of new methods, new techniques, new machines, new furniture, new furnishings, new equipment, new lighting, new construction and how these new items are working for someone having tried or used them.

Money, mostly the lack of it, is the biggest headache for libraries and library boards. Financial problems are probably the hardest to cure and probably affect more libraries.

The best source of funds is the closest source, the city or county, however, for the most part these sources are carrying about all the load they can stand.

Federal and State funds are needed, not just for construction, but for financing the everyday operation of libraries.

Federal and State funds should not be "one shot" items or piece-meal arrangements. Each library should be able to count on a set amount of

money from each level each year. Boards of Trustees and library staffs can then plan ahead.

Without National and State help, items such as computers and microfish can only be installed in the very large libraries.

One source of funds in the private sector has not been tapped nearly enough by libraries. There are many foundations, corporations and individuals with money for worthwhile projects. More libraries need to apply for these funds.

The business community needs to be told what we have for them. It may be that we can derive considerable income for service to these people.

One thing we have to be careful of and that is catering too much to special groups. We should be aware of the needs of all special groups and provide what we can within the framework of our budget. We must always remember that by far the majority of the population and library users are what we call average people.

Seminars sponsored on the State and National level should be held, not only for the professionals but also for the semi-professionals and Trustees.

Libraries exist to serve the public in the area they are located. Each Librarian and Board of Trustees must be sensitive to what it is that their public wants and supply that type service to them.

In conclusion, may I say that I believe the changing of the library image to be the most important single objective. This must be stressed and worked on from all levels, National - State - City. Let's make ourselves heard with "shouts" not "whispers".

O. K. Lake

NORTH DAKOTA
State Board of Higher Education
STATE CAPITOL
BISMARCK

OFFICE OF THE COMMISSIONER

223-8000 EXT. 321

July 31, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Services
Suite 601
1717 K Street, NW
Washington, DC 20036

Dear Mr. Burkhardt

Your letter inviting written testimony for the Mountain Plains Regional Hearing on libraries and information services scheduled for the 18th of September reached my desk today. Although I do not plan to be present, it seems appropriate to file the following remarks:

1. The current weakness in library and information services in the region relates to the apparent lack of authoritative leadership and the lack of regional and national goals that are supportive of the obvious needs of the constituency they are intended to serve.

2. Interstate cooperative efforts are being planned and somewhat supported by local administration. However, even within the state the lack of full, cooperative funding and legal frame work makes it difficult to plan effectively. Our state does have a cooperative study underway directed towards statewide planning for library and informational services. The national program providing for a state plan has a necessity as well as a responsibility to the authoritative agency to carry forth the development of that plan.

3. It is most difficult for local, regional within the state, and state government as a whole to bring forth a comprehensive coordinated state plan for those kinds of service without extensive modification in traditional law and local authority. The days of bake sales to maintain autonomous local libraries are over. The traditionalists who are practising the obsolete system cannot fully recognize this.

4. Through the use of teletypes and telephone services, we have some excellent interstate loan services that are providing a necessary resource for a vast number of consumers. With the advancement of educational television and increasing use of additional electronic devices, much more could be accomplished in this area.

5. A significant portion of the reorganizational problem necessary in the field of library and information services lies in the need for retraining of professional librarians so that they recognize their role as media service specialists in such centers and to understand the new methodology of printed materials and their advantages both in service and storage. There is no way for me to fully accept the priority of buildings for current usage without recognizing some system of state or regional "cold

storage" for seldom used materials and the fullest utilization of microfiche and microfilm. However, unless federal funding is tied to a modification of this system, change will only come through obsolescence or death of that section of the leadership.

6. One of the topics of particular interest raises the question of Indians living on reservations. Although I have been involved with education services in one way or another on all of the reservations in North Dakota, I do not believe the states will move in to increase service to Indian reservations until the question governing the resources is clear. Our institutions of higher education are continuously working with the Indian population in updating the services available on their reservations and in the education of the Indian people themselves to work in the growth of these educational services. They are also making efforts to collect resources on Indian languages and culture and trying to provide these resources to consumers on the reservation and off. The total question of responsible government for the reservations must be decided during the education process and upon the motivation of the growing Indian population.

It has been a pleasure to respond. I know my answers are short and somewhat abrupt, but all concern items that definitely need to be considered by your Commission.

Sincerely

Richard L. Davison

Richard L. Davison
Associate Commissioner
Curriculum and Research

ln

My home address is: 819 Owens Avenue

UTAH STATE BOARD OF EDUCATION

1400 UNIVERSITY CLUB BUILDING · 136 EAST SOUTH TEMPLE STREET
SALT LAKE CITY, UTAH 84111

WALTER D. TALBOT, STATE SUPERINTENDENT OF PUBLIC INSTRUCTION

August 8, 1974

Mr. Frederick H. Burkhardt
Chairman, National Commission on
Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

The mandate given to the Commission must, of necessity, include two major responsibilities. The first is to obtain and deliver library and information services adequate to meet the needs of the people of the United States. The second is perhaps as important but frequently is minimized in the anxiety of providing the first. It is in teaching the people how to utilize these services so that their needs are not just physically satisfied but that the inner kernel of knowledge is exposed to their view.

Too often the services are provided but the where-with-all on how to fully drain them is lacking. Thus, the using of the services is mechanical or perfunctory. But when the true value of knowledge acquisition is made obvious, learning becomes exciting and fun.

In the State of Utah, we have developed an Integrated Media Program through which those providing library (we prefer the term "media") and information services can correlate the people, the resources, and the funding in order to obtain the full measure of value from them. We are now embarking on a full-fledged program of teaching utilization of these three important elements so that the individual student can truly see that kernel and want to obtain full value from it.

In addition, we want to develop some concrete methods of evaluating the effect of media on people's pursuit of knowledge. We would like to know how it affects them; how it makes learning more exciting; how it changes teachers from lecturers of subject matter to manipulators of learning experiences; and how those who are responsible for providing these services can improve their methods of operation so that the services can be where they are most needed at the proper time.

These delivery systems, however, cannot be so sophisticated that they are self-defeating. One major reason why the computer has not become widely used for storing, analyzing, and retrieving information for information systems is the cost of placing a terminal in each school building. Many schools in the State of Utah do not receive anywhere near that sum of money for all of their needs.

LERUE WINGET, Deputy Superintendent
Office of Instruction Services

LeROY R. LINDEMAN, Administrator
Division of Instructional Media
Telephone (801) 328-5571

While there is no question about the fact that categorical funding has substantially given birth to media in schools, what chance is there for sophisticated systems when categorical funding gives way to more generalized revenue-sharing.

There are, therefore, several major problems in this state concerning library and information services. These are:

1. The need for aggressive utilization of the people, resources, and funds now available to students.

2. The need to develop concrete methods of evaluating the effect of media on how people learn.

3. Will funds for media be lost in revenue sharing, especially if salary negotiations can consume the bulk of the monies available?

4. How can extra funds be made available to the "have-not" schools in most of our districts so that these students can enjoy the same services available to the larger districts.

5. The need to coordinate the services offered by the public libraries with those offered by district or regional media centers so that greater utilization can be obtained through the elimination of duplication.

It would be our hope that on a national level much duplication could be eliminated by attempting such common ideas by expanding on the work already done by the Library of Congress and through holding several regional seminars which might encourage cooperative relationships in various regions of the country as well as the nation as a whole. Certainly in the areas of joint evaluation in cataloging this could prove beneficial. We would also encourage the extended use of ERIC and its facilities rather than being limited to research only. ERIC should also include all types of newly developed resources.

Thank you for the opportunity to comment.

Sincerely,

LeRoy R. Lindeman
Administrator
Curriculum Division

LRL:r

cc: Ken Neal

BEST COPY AVAILABLE

Sioux Falls College
SIOUX FALLS, SOUTH DAKOTA 57101

August 12, 1974

TO: NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE
Frederick H. Burkhardt, Chairman

FROM: Mrs. Jane Kolbe, Director
Norman B. Mears Library
Sioux Falls College
Sioux Falls, South Dakota 57101

RE: Testimony on libraries and information science

As an introduction to this testimony let me identify the groups I intend to speak about. As the librarian at a small, private college I will speak to the needs and problems of many small midwestern colleges. Further I am a member of the South Dakota State Library Commission with responsibility for the South Dakota State Library and a trustee at Sioux Falls Public Library.

My testimony then will discuss two aspects of library service, college and public, which overlap at the state level. It will be organized to parallel the topics suggested as those being of particular interest for the Mountain Plains regional hearing.

Thank you for the opportunity to express what I believe to be the state of libraries and information science in the Mountain Plains region.

STRENGTHS AND WEAKNESSES IN LIBRARY AND INFORMATION SERVICE IN THIS REGION

Colleges in the area have small collections but usually have the number of volumes recommended by current college library standards for undergraduate study. This is not to say they are able to supply all the needs of college students and their faculties, however. College libraries were supported quite well during the boom years of the 60's. Then student enrollments declined, costs increased rapidly and federal support dwindled in the 70's. Most colleges, like Sioux Falls College continued to build their library collections but acquisitions focused more narrowly on the basic curricular needs and college libraries were forced to share resources with other libraries giving rise to consortia development.

The strength of the college libraries in the region is the recognition of their limitations and their ability to work together. The system is basically good. What it lacks are, 1) rapid delivery of interlibrary loans, 2) manpower to handle and give priority to interlibrary sharing and 3) a major resource library within the region. Undergraduates and their faculties are able to locate most of the resources they need in the region but as the programs become more sophisticated the resources do not correspondingly increase.

Public libraries, however, have even more basic collection problems and needs. About one third of the population of South Dakota is without library service of any kind, another one third has inadequate service and the final third has only moderate to good service depending on the attitude and out-reach of the individual librarian and board of trustees. Only eleven of the 124 public libraries in South Dakota are administered by graduates of schools accredited by the American Library Association.

One problem in public library programs in South Dakota is difficult to evaluate. It is a general lack of knowledge about what library service should provide. Many of the people do not know what they have a right to expect from their public library. Such a low profile, of course, results in low financial and moral support for libraries.

Counter to what one might expect, however, the literacy of South Dakotans is relatively high with a median education level of 12.0 years for persons over 14 years of age. (Other interesting statistics about South Dakota are available in South Dakota in Maps.) So the potential for developing library interest and service seems surely to exist.

INTER AND INTRA STATE COOPERATION

For the reasons described above both inter and intra state cooperation has developed in this region. Most programs are quite simplistic in their approach and use very few of the advanced library technologies. Because the example is quite typical, the relationships that Sioux Falls College has become involved with to provide better library service will be described. Sioux Falls College belongs to a consortium made up of the two colleges and a seminary in Sioux Falls. All three are private institutions. Over the last few years a cooperative acquisitions program has been started. Central processing has been the effect even if all the parts of the operation do not take place in one building. Union catalogs are developing at each of the colleges and students and faculty are free to use any library as their own. A daily courier also helps facilitate the exchange of materials. Continuing efforts are being made to develop an integrated library system in this consortium.

In addition Sioux Falls College has joined a consortium of nine other small, private colleges in southeastern South Dakota and northeastern Iowa for purposes of sharing resources. In this consortium, College of Mid-America, the libraries main achievement to date is a rapid inter-library loan operation. During the regular academic year a daily series of calls are made around a predetermined circuit to relay requests for specific books and materials as well as reference questions. All Colleges of Mid-America periodical holdings have been listed in the South Dakota Union List of Serials so those requests are telephoned directly to the college holding the title. The consortium has contracted with United Parcel Service for the delivery of material. Most filled requests are delivered with 24 - 48 hours. Statistics show that this consortium, with library collections of less than 100,000 volumes, has filled about 70% of its requests.

Sioux Falls College as its next step in providing access to resources participates in and draws from the South Dakota Union Catalog located in the State Library. An in-WATS telephone line is provided by the State Library which allows for quick query of the State's holdings. Requests can then be made directly to the library holding the book. A teletype assisted system is being tried which will link the largest universities in South Dakota to the State Library.

Finally when needed materials are not available in South Dakota access is provided by the State Library to the resources of the Bibliographical Center in Denver. Requests are forwarded from there to the library in the region holding the title.

Public library inter and intra state cooperative efforts have been less than those of the colleges and they have been mostly initiated by the State Library. Each public library has access to the South Dakota Union Catalog, the State Library's collection and the Bibliographical Center in Denver. The great handicap, of course, is that so much of the population is without basic library service and therefore knowledge of their access possibilities. To overcome this problem the State Library allows any citizen of the state who does not have adequate library service direct access to the State Library on the in-WATS line.

So how strong are the efforts and what factors deter their development? The systems seem to be sound and workable. In some cases, however, expecially beyond the state level the service is so slow as to be ineffective. The greatest deterring factors are costs or assurance of continued federal support and the great distance between people and points of service. Another deterring factor to greater cooperation in public libraries between city and county or multi-county units is the independent nature of their local government officials. Some would rather have poor or no service at all rather than cooperate with another agency.

The proposed National Program should strengthen and build on the structures already set up for the various types of libraries in this region. Hopefully continuing or new federal aid will not be so narrowly catagorical. South Dakota has quite different needs compared to many urban and more well-to-do states. Just as some towns have turned down revenue sharing money because the record keeping, etc. would cost more than the grant so South Dakota might be inclined if the federal aid come with irregularity and with so many conditions attached.

STATE PARTICIPATION IN THE NATIONAL PROGRAM

South Dakota should benefit greatly from the National Program unless as was indicated the catagorical aid is so narrowly defined as to be inappropriate to the needs. Space ships cannot be superimposed onto buggies.

South Dakotans, perhaps because of their rural nature, are skeptical about more and greater federal agencies which have a way of being very expensive. Somehow their good information, services, etc. never quite filter out here to the Mountain Plains region.

Development of standards is essential to prevent even greater proliferation of incompatable networks. The National Commission should be in a position to offer this kind of leadership.

South Dakota, in fact, cannot afford to not participate in the National Program. Our resources are far from being self sufficiient. And as groupings naturally develop it might be easy for states like South Dakota to be left out because they mostly use others resources and have little to offer to states of greater wealth and resources.

TRADITIONAL LIBRARY AND INFORMATION SERVICE

Parts of this topic have been discussed above. One third of the State's people have no library service. Existing services could be modified by encouraging towns to work with the counties and counties to work with other counties. The state has been divided into six planning regions which would also be suitable for library cooperation as well as other governmental planning and development. The encouragement for cooperation must be economic and must involve training and retraining of librarians. Federal aid may be the only feasible way to encourage local programs as the tax base shifts and dwindles. Criteria for such federal programs must be appropriate to the region. Local planning and priority is absolutely essential to the success of the goal to make library service available to all people.

TECHNOLOGY

Telephone and radio are available to nearly every person in the region. Another technology which is available and probably quite suited to the large geographical area is cable TV augmented by satallite. Cable TV is now available in many South Dakota communities. There would be ample time and channels available but the region is desperately lacking the money and expertise to use this technology. Some experiments have been going in the Mountain Plains area but so far except for an occasional interview with the librarian South Dakota has had no experience with the use of cable TV for library pruposes.

Telephones, of course, are used but their use has probably not even been taken full advantage of. Some small libraries in the state do not even have a telephone. Others discourage callers because there are not enough lines or because the person answering is of little or no help. Long distance calling would be often thought of as extravagent.

SERVICES TO INDIANS ON RESERVATIONS

The South Dakota Indian reservations are rural. The problem of what kinds of services are needed there are similar to the rest of South Dakota's rural population. Libraries are not a part of their experiences. Limited experience on an Indian reservation makes me suggest that the person promoting library service must do it on a community to community and person to person basis. Perhaps this is the answer to helping all kinds of rural people discover what library service can do. Fancy buildings and collections will never be used. The librarian must somehow be compassionate and gain the confidence of the people. They do not necessarily need to be Indian nor have been born and raised on a reservation but a boisterous know-it-all type personality cannot succeed. Honest people willing to live in the dirt and dust and relative poverty of rural South Dakota, real missionaries, are what is needed. There just are not many around to pick from!

I speak particularly about the academic libraries of the Rocky Mountain states, in which I have worked in various capacities for more than thirteen years in Montana, Wyoming, and Colorado. To one born, raised and educated in the North Atalntic states, the fragmentation of this region is particularly apparent. Fragmentation begins with the large distance between population centers, and is aggravated by geography (which lays noble and impassable mountains between those centers), extreme variations of climate and aridity (which make for very different living habits), variations in tax support due to vast differences in population, and a mentality of independence bred by a long, maverick tradition of self-directed individualism. Large forces in our environment lead to wholesome interaction with the physical world in all its aspects. As a result the intellectual world by no means commands as strong a following as it does in our comparatively cramped Eastern states. There are still areas in which horses are more important than people, and just as ornery.

The diversity of populations adds one more layer to the fragmentation. Finding a common denominator between the Sapnish-American stock of Arizona and New Mexico, the Mormons of Utah, the ephemeralists of Nevada, and the trail-herd dropouts mixed-with-Canadians of Montana (plus an infusion of American Indians throughout the region) is quite a trick.

The forces against cooperation and coordination are more powerful in this region than in most areas of the United States. Yet this is one of the fastest developing regions in the country, and, because of its energy resources, it will soon become pivotal in the United States. Against the grain, two of the most significant cooperative ventures in the country have

been launched in this region. Under the extraordinary leadership of Malcolm Wyer of the Denver Public Library, the first Bibliographical Center and the first regional union catalog of books developed forty years ago in Denver, and in more recent years, the coordination of academic resources and knowledge through WICHE and NCHEMS in Boulder has greatly accelerated cooperative thinking in the academic world in this region. Given proper stimulus and clear reason, we can pull together.

To this end, I think that what we need in this region to advance the effectiveness and importance of library and information resources is not drastically different from the needs of other sections of the country; the difficulty of achieving this end may be greater than in some.

1. We need first, a Central National Repository that will build book and periodical collections so massively that we can count on getting lesser-used materials remotely. This will allow us to concentrate on regional needs in our collection building.

2. We need good coordination of our regional resources, so that local units, through broadly-planned cooperative agreements, can concentrate intensively on collection building for local needs. Given these two conditions, over a period of ten years we should be able to quadruple the effectiveness of our collections.

3. To achieve the conditions of 1 and 2 we must achieve rapid access to our location tools, building on the union catalog of the Bibliographical Center in Denver, which has always had inadequate support from its member libraries.

4. We must devise ways of moving materials fast by a variety of means despite physical barriers.

5. We must achieve agreements on intra-geographic and intra-political division service that surmount parochial aims in the conviction that by doing so local capacities are extended.

In order to accelerate the achievement of these aims, some major changes in the factors that influence our decisions must occur:

1. We need a national program that offers major promise--mountains, not anthills. Not 3% reduction in cataloging costs, but 40% increases in effectiveness. Not diminishing escalation in costs of operations but major increases in impact. Most cooperative efforts in the past have failed by this lack of dimension in their projections.

2. We need a phasing into these projections that will achieve significant results early in the game.

3. We need a major national directional agency--catalyst, driver, or spur--that will grasp our interest and hold our efforts through its quality and the nature of its offerings. An agency to whom we will listen and give our support because of clear, distinctive advantages that will result. It must begin us moving SOON, not sit on its fanny until we extract billions from Washington.

4. We need a dramatic, continual major public relations effort on a national base, a truly comprehensive and successful professional project at the highest level of skill, to restore us and keep us in the public eye.

On the state level:

1. We need a model pattern of success in achieving funding that could be applied to any state.

2. We need continuing and frequent consultation by outstanding experts for different periods of time, aimed at success in influencing state

authorities.

Given substantial movement in these kinds of activities, we could so extend the effectiveness of the large amounts of money spent on libraries in the aggregate in the United States, that the very existence of the achievements thereby made possible would increase greatly our ability to extend them even further. We should aim not to stay afloat, but to soar like a satellite.

Ellsworth Mason
Director of Libraries
Boulder, Colorado

University of Colorado Libraries

TESTIMONY
FOR: THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE
BY
ARLEEN F. AHERN

Needs particularly pertinent to college library users in Colorado, are not being met adequately by our present storage and retrieval of information. A few areas of concern in library services are herein discussed.

A. Library materials necessary for college patrons are often limited by budget restrictions. Easy access to the more esoteric abstracting and indexing services is needed. It has been said that to use someone else's Chemical Abstracts would certainly expand our service, provided that we could get the service at a price we can afford. These expensive tools could be shared if an abstracting and indexing center were developed along with a line of communication. The availability of all existing abstracting and indexing services to scholars would make easy access to a summary of activities in their discipline.

B. There is need for a national network disseminating catalog copy by easy access at a reasonable price. Standardized computer networks and data bases are a necessity. Cataloging with a computer is exampled by Ohio College Library Center (OCLC). To assist in disseminating this information to individual libraries, a state or regional center is needed or perhaps an extension base of an existing center.

C. The Bibliographical Center for Research in Denver is a viable and necessary service center. The services could be made adequate with automation, using the technology of computers and communication. The Board governing BIB Center has developed priorities that will upgrade the service along these lines. This resource bank of information should be linked with other like centers in all regions of the United States. The Bibliographical Center could then further serve more efficiently and completely not only in the area of recorded holdings of libraries, but with referrals, interlibrary loans, data base searches, printed subject bibliographies, etc.

D. User needs would be served by a state-wide (Colorado) Union List of Serials. There are now several individual lists representing various libraries in the state. The most recent activity in this area is a Union List of Periodicals which has been funded by the Colorado State Library and is being directed by Mr. Edward Broadhead of Southern Colorado State College. This union list is to include the holdings of two and the four Colorado college libraries, as well as major metropolitan public colleges and special libraries outside of Denver. Serials control is a must. Locations determined through a union list of serials should be the first priority.

Photoduplication service must be improved. Designation of a center or centers for periodical holdings that have a base collection to be used in photoduplication copy quickly, cheaply and with a uniform price is needed. At the present time, the following examples of charges show the maze we create: The Denver Public Library charge is 10¢ a page with no minimum; The University of Denver $1.50 minimum and 10¢ a page with the minimum applied to the order; The University of Colorado

charges $1.50 minimum, and 15¢ a page with the minimum applied to the order. A standard rate would facilitate service both in estimating cost to patron at time of the transaction, cost for library to absorb, or would enable pre-payment if so desired.

A national network for periodicals, documents, and microforms would provide a most significant service. Use of micromaterials improve users access to the published record, particularly in the Rocky Mountain Region, but the major eastern collections must be available for information retrieval.

E. In this period of tight book budgets and rising publishing costs, it might be possible to strengthen some library collections by sharing duplicate books. A storage warehouse for duplicate materials could dispense these duplicates on first come, first serve basis.

F. Control and organization of city, county, and state documents distribution should have a high priority library plan for service.

G. Intercommunication through networks across state lines would constitute a national asset of great proportions. Scholars as well as all citizens would have a broader base from which their needs for information could be served. This is particularly necessary in the less populated states in western America. Standardized computer networks and data bases would open collections, now unavailable, to users.

H. Concern must be held for the number, capabilities, and distribution of the Librarian, to provide information service through the application of new technology, particularly in network centers.

I. A National campaign to promote public information about libraries should be implemented. This campaign should be structured with some sophistication and released by all communications media. Non-users need information on available library services.

The Annual Report of the National Commission on Libraries and information Service is most significant to our profession; of librarianship as it states most of our information retrieval and information dissemination problems. Through this broad survey of user needs, the Commission has analyzed the most pertinent aspects of needs and have already decided on areas within which to act immediately.

The current efforts of the National Commission on Libraries are evident in two specific areas: (1) Through appointment of the Committee to provide an overview of current resources and services and, (2) The contract let to the Association of Research Libraries to determine a system to implement interlibrary loan for users seeking materials not available locally.

I commend you most heartily on your decision making and am enthusiastic in support of your efforts for the National Program for Library and Information services.

Arleen F. Ahern
Colorado Women's College
Denver, Colorado

Enid T. Thompson
3730 Allison Court
Wheat Ridge, Colo. 80033
August 11, 1974

Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 s Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I am a librarian and researcher who specializes in western and local history. I was head librarian of the State Historical Society of Colorado from 1962-1972 after extensive experience in public and university libraries. Since 1972 I have done free-lance and contract research and bibliography in western history. At the moment I am doing a local history project at the Englewood Public Library under a grant from the Colorado State Library. The grant proposal under which I am working is enclosed, but probably the most important result of this project will be the manual of local history for Colorado libraries. During your hearings in Colorado I should like to speak to the point of need of location, organization and use of local history materials.

The region is rich in these materials of local history, and in materials that illuminate all of western history, sociology, cultural activities, and art. These materials are largely unknown and uncared for because of lack of funds and particularly because of lack of knowledge of how to identify and care for them. They require handling that uses the techniques of librarianship, archival and records management, history, art and public relations. Many of these valuable materials are deteriorating, many are unlisted.

Some efforts have been made to correct these deficiencies. The Bibliographic Center for Research published a Guide to Colorado Newspapers. It badly needs updating, and I persist in seeking a grant with which to do this job. The Colorado State Library Regional System has sponsored a number of workshops over the last few years in outlying regions on Colorado history and local history. I have served at a dozen of them as a resource person. The Colorado Library Association has adopted Colorado history and local history as a priority for study and implementation. The need, the will, the materials, and the knowhow all exist - they need funding and definition.

Denver is known as a center for western history, but I found that in doing research on Bent's Old Fort for the National Park Service I had to travel from New Haven to Huntington Library in California. We need to reverse our pyramid - work from the local public library to the great research collections instead of vice versa. Copying machines, the telephone (not as extensively used as it should be because of cost) and satellite television could all be valuable tools.

The most important lack is continuing education in local materials. I teach some local history techniques at the University of Denver, but through the history department rather than the library school. I am constantly being asked questions on a person-to-person basis. The only organized approach we have used is the workshops. These need to be expanded greatly. Much work should be done in the regions of special ethnic groups. Our Chicano and Indian materials are very largely unknown, as are our Negro materials. Cultural heritages are being lost. The most important need in these fields is education of persons working in local libraries, local museums, local colleges

and local clubs to bring a response to already established centers in Colorado and the entire region so that our irreplaceable resources are preserved and available.

I should appreciate an opportunity to speak to this point at your hearings, since I've looked at local history librarianship from all sides now.

Sincerely,

Enid T Thompson

(Mrs.) Enid T. Thompson

ETT/bc

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Davis County Library

Miss Jeanne Layton
Director of Libraries

38 SOUTH 100 EAST
FARMINGTON, UTAH 84025

Telephone
(801) 867-2322

August 19, 1974

Mr. Frederick H. Burkhardt
National Commission on Libraries and Information Science
1717 K Street, N.W. Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

In response to your request for testimony regarding library services in the Mountain Plains Region, we wish to address ourselves particularly to the topics of inter-and intra-state cooperative efforts, traditional library services and continuing education programs for people who work in libraries.

In order that our viewpoint may be better understood, it is important to explain the setting in which we work.

Davis County is situated between the two major population centers, Salt Lake City and Ogden. The 110,000 people come mainly from the middle and lower middle socio-economic groups with about 10% of the population classed as economically-disadvantaged. The county is primarily a residential community with very little industry or large business. Most people work in either of the metropolitan areas or at Hill Air Force Base which is located within the county. Approximately 1/3 of the population attends school in grades K through 12. The rate of population growth is the highest of any county within the state, and at the same time, the tax base per capita is the lowest.

Davis County Library is a cooperative public and school library system made up of a headquarters library and processing center, two large branches and 50 school libraries. Public library policies are established by the Board of Trustees which includes the Superintendent of Schools, a County Commissioner and three other members appointed by the County Commission. School library policies are established by the Board of Education. The system is coordinated by the Director who is employed by the school system with responsibility to the Library Board of Trustees as well as to the Board of Education through the Superintendent.

The library collection totals 440,123. Of this number, 62,438 are in the headquarters library (which is the largest within the system), with the balance divided among the public branches and school libraries.

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Schools maintain separate audio visual collections. The headquarters library which serves as the reference and resource center for the system includes a small audio visual collection available to the general public, including teachers and students. Access to all printed materials within the system is possible through a union catalog with weekly delivery to schools and branches.

In a system such as Davis County, it is difficult to develop much depth in the collection, and as a result, we have to rely heavily on the resources of larger libraries such as Salt Lake Public and the University of Utah. It is our thinking that Salt Lake Public should be designated the reference and resource center for all public libraries within the State of Utah since Salt Lake has, by far, the largest collection of materials at any one point, with the exception of the three universities. Such a proposal has not been popular with some other public libraries - mainly the larger ones - since each would like to serve as a resource center, at least on a regional basis. It seems practical to us that Salt Lake Public be directly accessible to all public libraries for information and materials since most of the people of Utah live within a 75 mile radius, all other public library collections are weak in comparison, and by eliminating intermediate points of contact, materials would reach the public faster. With Salt Lake City Public as a hub, Utah could tie in through them to the regional centers and ultimately the national network. Funds from the state or national level to support staff, materials and equipment at Salt Lake would be essential to sell and service the program for the smaller libraries.

We feel local libraries should also be strengthened. In our case, the greatest improvements in both school and public libraries have come about through funds from ESEA title II and LSCA funds for construction. Davis County is traditionally conservative in their approach to providing public services, but where funds from outside the taxing jurisdiction have been available, local monies have been willingly provided to match. Both branch library buildings within our system were a direct result of LSCA construction funds. I'm sure neither building would have been possible otherwise. We believe, strongly, that financial aid from the state or national governments on a matching basis would help to turn on the faucet of local money for library services. Such funds should be made available for staff, materials and experimental programs. We are not reaching an acceptable percentage of our population with public library services (only about 19%), but without adequate staff and materials, we are unable to do much beyond our present level.

We believe continuing education for personnel is vital to library service. Funds for tuition and travel and relief personnel to cover for released time would do much to encourage staff to attend classes. In depth courses in literature, humanities and social sciences,

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human relations and communications should be provided on a state level. Courses in library administration would be beneficial on a regional level.

We sincerely hope these comments will be useful to you and ultimately to the general public as library patrons.

Respectfully submitted,

Jeanne Layton

(Miss) Jeanne Layton
Director of Libraries

JL/dr

Mar. 3, 1978

National Commission on Libraries
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

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Gentlemen—

I do think your library which is the district headquarters of the Southeast Regional Library of Arkansas. And naturally I want to improve its services. We are trying hard to do just that to the limit of our ability. Personally, I would not mind if it cost more to do it, but we have a one mill tax which doesn't seem to have much chance of being raised.

On your first issue, we do not have many people here who speak other languages but we do have the poor who do not speak good English - in both the white and the blacks. It seems to me that the Commission in designing its national

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program should take a 50-50 approach to the needs of both sides of this question. They are both badly needed. The researcher and business man should be able to get their specific information - perhaps through the local library getting it for them from the state library

I wish I knew how to let people know of the library services. We constantly get them what they can find in the library or bookmobile and we have had articles in the newspaper telling them.

Our library is connected with the state library and has always given excellent services when they do not have the needed information. I believe the state has the trained staff necessary for this. It has always been fast enough for me and they should be able to do it in ~~etre~~ three or four days.

We have a rental system on fiction and I use it constantly. They cost one

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dollar for a two months loan and I feel it expedient and well worth the money. As we get more pictures we feel that more and more people are using this non-book service.

The library is something we see and enjoy from our taxes. It would not be enjoyed by the many people if only those using it were paying for it. I still think that taxes are the best answer to the cost of it.

Because of the difference in the size of the libraries, the differences in the location and the people they serve I do not feel that the Federal Government should require certain standards & service. It would be a hindrance & a send back. It might be good for larger libraries in a City but not for smaller libraries in rural areas.

Sincerely,

Gertrude Hall

Mr. & Mrs. Hall
R. 1
Fulton
Wisconsin

TESTIMONY FOR THE SOUTHWEST HEARING OF THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Thank you for this opportunity to submit observations and recommendations to you. On a national level I would urge your Commission to monitor constantly the changing age structure of our population. As the so-called "baby boom" group moves into maturity (their ages now span from 25 years to 15 years of age) they may create special and different demands on library service. Certainly as they move into the senior citizen ranks, long-range planning is essential to make the last quarter of their lives as meaningful and exciting as the first 25 years have been.

Regionally, there is a need for a first-rate accessible library designated as the Southwestern Branch of the National Library (which our nation needs). A large university collection, such as the University of Texas, might serve this need.

Locally, in the state of Oklahoma, the rural areas need all the help they can get to keep alive what is already in existence.

Finally, with all the hue and cry about reaching ethnic minorities, I should like to place squarely on your agenda the original inhabitants of this land, the Indians. In all parts of the Southwest there is a need for libraries to develop rapport with, and service for the Indians, whether they are on reservations or are living as 98,000 Indians do in Oklahoma, half-accepted and little appreciated in cities and rural areas across the state.

Thank you for your attention.

Sincerely,

Joan F. Flint.

242

KEUFFEL & ESSER COMPANY
8123 Broadway / San Antonio Texas 78209 / 512-824-7441

Kargl Instruments Plant

March 15, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I applaud your efforts to improve the nation's library and information services and am in agreement with the general goals that you are developing.

It seems to me that an increasing use of microforms can contribute greatly toward the implementation of these goals. You are probably aware of the many advantages inherent in microforms. Two factors are very evident in the lack of application by present libraries. One is the cost of the relatively sophisticated equipment required for generating, disseminating and using microforms compared to local library budgets. (Little work has been done toward developing systems specifically for libraries. Most systems have been pointed toward industry with less regard for capital costs, etc.)

Second, design and development has been mostly pointed toward industry rather than to the special needs of the library and information services.

Typed on IBM Automatic Typewriter

I would like to suggest that your Commission include expertise in the general field of microforms so that the benefits of space, publishing time, quick access, expedited dissemination and low cost can be considered in your future planning to provide nationwide library and information services.

The state, regional and city library systems can and certainly should be the cornerstone of the programs you will evolve. Extensive training will, of course, be required to utilize the many advantages of microforms but the benefits in cost and response time would be worth it over a period of time both from cost as well as in the timely advancing of your goals.

These are my personal comments and not those of Keuffel and Esser Company.

Sincerely yours,

Ray A. Kelsey

Ray A. Kelsey, P.E.
Plant Manager

T. R. Fehrenbach

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INVESTORS BUILDING
7078 SAN PEDRO, SAN ANTONIO, TEXAS 78216
TELEPHONE 824-5511

27 February 1974

Dear Mr. Burkhardt:

Thank you for your letter of 8 February, subject, the Southwest regional hearing in San Antonio.

While libraries in general and information services are vital to my work as a writer (I could not exist without such basic services) and while the general state of all such services ranges from poor to non-existent in this locality, I do not believe that my testimony before the Committee would serve any useful purpose. As a professional writer, I represent a tiny, highly specialized segment of the community, and my needs are notapt to be met through any program -- what is required , in the long run, is a general, broad, cultural change in the community, leading to a greater recognition of the need for, and demand for, such services. This at present does not exist. I believe firmly that people find resources for the things they really want, good or bad. I recognize the enormous problems of organization, financing, and personnel involved in up-grading our local services, and can pose no real solution -- except time and growing awareness.

Living here by choice, rather than in a metropolitan region where such services are far better, I am able to surmount my problems privately: through friends, associates, academic connections, government services, and purchase and/or travel. In other words, I have developed my own network outside of any public bureaucracy, drawing on services worldwide -- and some form of easier dissemination, probably, is the real answer to this problem. We cannot stock every local library, obviously. And services in general, on a national basis, are surprisingly good, if the researcher has the basic intelligence and perserverance to seek and find. One shouldn't expect everything to be handed to him...

A problem that besets local public services here is this: long delays due to bureaucratic organization. For example, if a new, definitive work is published, still no one can make a purchase decision until a lengthy process of published reviews, recommendations, etc, is made -- despite calls, whatever. This frequently takes six months to a year for an acquisition. I can't wait; I go buy the information I need.

Finally, no offense intended, your annual report suffers badly from over-use of jargon. I assume it is intended for the general, literate public. Instead, it tends to be an in-group publication, which will put the general reader to sleep. And I couldn't understand parts of it..

Very truly yours,

T. R. Fehrenbach

TRF:s

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Robt. L. Wagner
706 RIO GRANDE
AUSTIN, TEXAS

April 1, 1974

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K. Street, N.W. Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

In answer to your opening question, yes I think about libraries a good deal -- but only from my own point of view because as a writer and researcher I spend much time in them. My main concern, since I live in Austin, is with the State Library; secondarily with the libraries of the University; and thirdly with the Austin Public Library -- all of which are for my purposes, first rate.

It is my understanding, however, that President Nixon has cut library appropriations and also that the Federal Library Services and Construction Act, which expires in 1976, may not be renewed. Obviously I am in favor of restoring appropriations and the extension of the Act.

It would also seem to me that discretionary monies, either state or federal, should be made available so that libraries could be improved on an ad hoc basis -- i.e., what seems most pressing in a given area.

To sum up: I'm in favor of any intelligent federal and/or state plan of library operation which will make the best possible use of the cultural resources of the country.

Sincerely,

Robert L. Wagner

P. S. I will be unable to attend the San Antonio meeting.

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March 11, 1974

Dear Mr. Burkhardt,

It has been a while since receiving your invitation to speak at your meeting in San Antonio, April 24.

Your giving the time was such a rare honor that a, "everyday Prairie woman", would receive, that I really went, "bananas". It pleased me more than you could know. Its very hard to turn it down, but during that time in April, it is such a prime time on the farm, it won't be possible to meet with you. The distance from here to San Antonio at 55 mph would, plain flat, be too long away from the fields.

I feel you could understand my views, better, face to face than my attempt to put it on paper. But here goes---. And Thank You for askingme.

Sincerly, Mucho, Mucho,

Mrs. Jim Meador
Rt. 1
Rocky, Oklahoma 73661

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How do I feel about our libraries? VERY STRONGLY!!!

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In Oklahoma good and more libraries are just now happening! Just within the last 6 or 7 years have we begun to see library service extended, through bookmobiles and multi-county libraries, to the sparsely populated, short grass Western Okla. (Where we live.)

There are a few things that could be improved upon, but there are some very dedicated people in the field of Librarians that need support---for instance It couldn't be possible to have a smooth operations within the State Library System---unless the Heads of State in the Library Dept. is one that is fully equiped to handle their affairs with the strength that is looked to, in that position. There can be outstanding unexcelled librarians through out the state with great operating ideas, but, everyone looks to the State Librarian for the leadership and strength that he or she should be able to execute. They fill a position that is at the top and should have undoubted strength.

There are so many things that have to be dealt with to have continuing library service. Politics is one of them and legislators will always look to the State Librarian as the leader. The State Librarian should be able to put the libraries on top priorities, for state and federal funds, with convictions that the top is where libraries belong.

As far as computerized library service in Okla. its funny to think about. We're still new enough, its a hand to hand operstion And prairie people still want to see the real person and deal with human beings. We want it to get better before it gets worse. We just want to make sure, through other help, federal funds, for one source, is continued so we can extend what we have,"wrought thus far".

Our library program in Western Oklahoma particularly has brought together more book material and people than could even be dreamed about 10 years ago. It has come to us through a Multi-County System that has provided the rural areas with bookmobiles that carry the same service that the up-dated city libraries offer.

This service would'nt have been possible if not for dedicated librarians that believe, sincerely, in what libraries can do for people and see to it, through blood, sweat and tears that even the rural areas have that chance to partake of the knowledge of reading, listening and viewing from materials furnished. The films, records, even framed art, the help to the area schools, old folks homes, so many things that time and space cannot afford to mention.

You should understand that in small communities like we live in , every change is a handicap regardless of the genuine benifits. But when we had the chance at a bookmobile stop in our little town, I nearly flipped. And when you're for something, you better make sure its good or you'll be marked for life. Fortunately the library issue in our town was a happy victory and we hope the wonderful service lives happily ever after-----after me, my kids and their kids. It would be a good thought.

We know that no good thing is cheap. We have voted the millage for our library service. But federal funds can only help keep our present standards. With books, materials, staff salaries, etc. going up, some help must come to help take up the gap. I believe our country is not so poor as to keep the libraries from operating in their present function. Surely with so many benefitting it would be a bargain for investing.

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We are a farm family of three living in Southeast Arkansas. Though our nearest library is located 12 miles away in our closest community, still we feel we have excellent library service.

A bookmobile stops once a month two miles from our house. It is well stocked, and any fiction or nonfiction book I request that is not at hand is either mailed to me at once from the regional library, or secured for me from the state library in Little Rock.

In addition, we use the small library in our closest community, Dumas, for more fiction and reference books -- the librarian there is most helpful in finding what we need. Occasionally we will make the hundred-mile round trip to our nearest city, Pine Bluff, just to spend the majority of a day browsing in their marvelous library.

So there are facilities in abundance here for all to enjoy. It is regrettable that few people know of these services, or do not avail themselves of the services or do not care. I feel the key to more library use is in training children to read well and to enjoy reading enough to seek library facilities. How this can be done is not for me to say -- I am no educator.

I cannot praise too highly the library and bookmobile service available right here in the neglected section of a very poor state. It is truly outstanding.

Very sincerely,

Mrs. Lloyd R. Smith

Mrs. Lloyd R. Smith
Tyro Route, Box 42
Dumas, Arkansas 71639

TO: NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Mountain Plains Regional Hearing
September 18, 1974

INFORMATIVE LIBRARY CONCEPTS:

It is a shame so many of our citizens walking the city streets today consider the local library as the old building with the books and the librarian as the old gray-haired lady with the bun and the 'pince-nez' glasses on a string. If they only knew the young, attractive lady with the mini-skirt that just passed them was probably the scientist trained to cater to their informational needs; better known to them as The Librarian.

For an organization that is generally the last on the list to get budgeted funds and the last building to get paint, heat, or care, the libraries do one heck of a job. I have watched the libraries in our area fight tooth and nail for a few paltry thousand dollars just for book repair. Unfortunately, the librarians don't wear glamorous uniforms and don't get the national TV story image of some of the other governmental departments, they just sit quietly and do the job they dearly love.

I was instrumental in getting a consolidation effort started in my area, not for the purpose of joining, but to get better service for the citizens. I figured, and justly so, that the larger the unit the greater the possibility of more books and a bigger selection to choose from for the citizens. I took an undue amount of heat and hate mail from people who didn't want to give up their library. I didn't want to give up anything either, but I could gain for all if it was accomplished. It came about and the libraries were combined to give a more complete program to the area with the two additional locations.

The movies, slides records, tapes, dramatics, magazines, papers and books are in such demand that all realize now it was the only way to go. I got my thanks when one of my neighbor's ten year old boy said, "I would never have read those books if the library didn't get them from the big county library". That made it all worthwhile.

The information in printed, aural and pictorial form that is available through the library system really staggers the imagination of the most knowledgeable person. There are places where improvements are needed but generally time and money could take care of it. One of the best things to come from the discussions within this state on some sort of consolidation, was that suddenly libraries and other informational sources began to talk and trade with each other. We have public school libraries, city and county libraries and a university library. Darned if a community college isn't starting a library. I have a sneaking hunch that some sort of combined compromise would be of extreme value.

In the case of the City of Las Vegas Library, combining with the Clark County Library, it began with the director of the county system sitting at a table with me to discuss the possibilities. We found numerous problems - most of which we were able to find solutions. We took people from the civil service system and placed them in a merit system and without loss in pay or benefits. As a matter of fact, each one did receive additional compensation.

In the city we had two locations, one a main library and the other a neighborhood branch located in a shopping center. After the combination, another branch was installed in a neighborhood. This opened the whole panorama of books to additional thousands of people and that is what it is all about.

After the director and I had discussed the situation to the point where we could reduce it to writing, we asked for a joint meeting of the city commission, the city library board, and the county library board. At the meeting a full scale discussion was held and after a second meeting the city attorney was directed to write a yearly contract to combine the services of the two libraries. We are now nearing the end of the second year and it appears the contract is to be continued. It is necessary for the city to match the amount of money received from the county area. As it is now operating, no citizen of Las Vegas or the unincorporated area of Clark County is paying any difference in money to any library system. The taxpayers are receiving the benefit here. There are still three other city libraries within the county that could receive the same kind of assistance if their governing boards should elect to do so.

SUGGESTIONS FOR THE FUTURE:

At this state in our country outlook, most citizens consider that most of the money used should come from the federal government. One of the real hangups we had with our own library board at one time was, "if we use federal money there will be too many strings attached to it," and the stigma has not been removed. I am of the opinion it is best not to pursue federal money when such an attitude exists, but rather to take another approach to the problem. All recognize that money is a necessity and most would not want to give it, but they will if there is something that they want or need. This is what we could use to the library's advantage.

If we remember the adage, an apple a day keeps the doctor away, why not make the same application to the library system. A book a day could keep the doldrums away. It was necessary to buy the apple - so why not buy the book as well. Some ideas would be to charge according to use or age of user for the cards to be used; such as 50 cents up to 12 years of age, $1.00 for 12 to 18 years, and $2.00 over 18 years. Another idea would be that all new books be rented until their price is reached and then to stock in open use. Another idea would be to sell diplicate copies of books at bargain rates at a specified time after their publication - such as five years. It might be well and advisable to always keep a glass cannister on all tables and desks for book donations. Most people have considered the information service of a library should be freely donated by the government, but rather it is more useful and better used if it is paid for by the users.

Book Vans - mobile libraries - have proven their worth and yet many take advantage of it only when there is nothing else available. As the ice cream vendor moves through the neighborhoods, why not the bookmobile? Some of the children who have parents who were not library users have never had the opportunity to know what the library is all about. True, some TV time is advisable, but touching and handling is more important. These ideas have been discussed with local librarians but to no avail, and for very good reasons generally.

One of the best approaches would be the auction sales such as the public broadcasting system puts on each year to sell its programs to the area. The public broadcasting system could be worked in conjunction with the library information system to the advantage of all. The story hours used locally in the libraries do an admirable job, but on the 'big tube' would be even better.

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I seem to recall that in some of the major cities there are specific libraries set up for attorneys, doctors, and engineers. It would appear that in most areas this approach could be made in conjunction with service clubs and professional organizations to set up both fictional and technical information units. For too many years the libraries have depended on the tax dollar because that had been the nature of the brute, but I say, let the user pay and by so doing, educate all that they can and should be users.

Sell the library as more than a service, for in truth it is. It is the educational backbone of a thriving, growing, advancing country.

There is another obvious thing in this educated country. There are more people than could be imagined who do not know how to read. The library must, of course, include them also. It might well be in the form of cassets, 8-track cartridges, or long play records with slides or picture books. This might fall into the realm of the publishing houses but I'm sure they would respond to the wishes of any good library center. This may show the need of adding a good remedial reading section to the libraries, perhaps with individual attention so as not to embarass the participants. There are people with certain physical handicaps that cannot take advantage of the basic library facilities. This is not walking problems but rather eyes, those people with so-called lazy eyes, with night blindness, and un-corrected crossed eyes, they can only look at the shelves of books with envy. Special large type books are available for them, but many times it may require remedial help to adapt to their particular problem.

I think that most libraries have the so-called quiet atmosphere and that may need changing as most fishermen have now found that fish are deaf and you don't necessarily have to be quiet to catch fish. There are certain people who, by their nature, cannot remain still and quiet - the library should also offer them a place.

I can envision certain library buildings or sections of buildings set aside with research areas interconnected with other such places across the country by teletype, telephoto, and computor operated, that can feed specific information to any one or anywhere in a short space of time. Conference calls could be so set up as to include scientists, writers, congressmen, or the like. One such example was a local library setting a particular night and time when people in the city could talk, by closed circuit TV, to their state representatives in the capital city. The possibilities here appear endless to me.

It appears to me that the library and information service sits at the starting line of an enormous track and all we need to do is start running toward the finish line.

William E. Adams. P.E.
Assistant City Manager
City of Las Vegas, Nevada